

# SEARCH REQUEST FORM

Access DB# 27858

(175)

Scientific and Technical Information Center

Requester's Full Name: Raquel Alvarez Examiner #: 74478 Date: 10/25/2000  
 Art Unit: 2162 Phone Number 301-5045 Serial Number: 09/207954  
 Mail Box and Bldg/Room Location: CPA2 503 Results Format Preferred (circle) PAPER DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.

\*\*\*\*\*  
 Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: Integrated, interactive telephone and computer network communications

Inventors (please provide full names): Robert H. Haroun  
Joseph Sofer

Earliest Priority Filing Date: 12/9/1998

\*For Sequence Searches Only\* Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

I am looking for claim 35, which is directed towards  
 ceiving a telephone number (~~third party~~) from a caller  
 & delivering a marketing message to the caller  
 & the third party during a telephone conference  
 call.

10-13-00 11:45:13

BEST AVAILABLE COPY

## STAFF USE ONLY

archer: David Holloway Type of Search Vendors and cost where applicable  
 archer Phone #: 308-7794 NA Sequence (#) STN  
 archer Location: CPA2 4B33 AA Sequence (#) Dialog \$ 847.12  
 te Searcher Picked Up: 10-26-00 4:00 PM Structure (#) Questel/Orbit  
 te Completed: 10-27-00 2:30 Bibliographic ✓ Dr. Link  
 urcher Prep & Review Time: 65 Litigation Lexis/Nexis  
 urcher Prep Time: Patent Family ✓ Sequence Systems  
 inc Time: 171 Other WWW/Internet  
 Other (specify)

Examiner Alvarez:

Attached please find the results of your search request re:  
interactive telephone and computer network...

Please let me know if you would like to try a different  
strategy or additional terminology. The MCI Friends and Family  
plan, and prerecorded marketing messages available via conference  
calls were the closest I could come for you... I hope that these  
are helpful.

David Holloway  
308-7794

Set	Items	Description
S1	70	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	3776083	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON-E?
S3	218070	CONFERENCECALL? OR CONFERENCE()CALL? OR TELECONFERENC? OR - (THREE OR FOUR OR MULTIPL? OR SEVERAL OR MANY OR PLURAL?) (S-PEAKERS OR CALLERS?)
S4	18765543	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	86177	(SECOND? OR NEW? OR THIRD()PART? OR ADDITIONAL? OR LATER?)-(3N) (CALLER? OR FRIEND? OR REFERRAL? OR REFERRED? OR SPEAKER?)
S6	1	S1 AND S2
S7	955	S2 AND S3 AND S4 AND S5
S8	1582	S3 AND S4 AND S5
S9	53502	S4 AND S5
S10	16917	S9 AND (S2 OR S3)
S11	3202	MCI AND FRIENDS(2N)FAMIL?
S12	4	S2(5N)S3(5N)S4(5N)S5
S13	30	S3(5N)S4(5N)S5
S14	39	S2(S)S3(S)S4(S)S5
S15	331	S4(3N)S5(S) (S2 OR S3)
S16	13	S11 AND S7
S17	23	S7 AND S15
S18	80	S6 OR S12 OR S13 OR S14 OR S16 OR S17
S19	50	RD (unique items)
S20	36	S19 NOT PY>1997
S21	36	S20 NOT PD>9711209
File	15:ABI/Inform(R)	1971-2000/Oct 26 (c) 2000 Bell & Howell
File	9:Business & Industry(R)	Jul/1994-2000/Oct 26 (c) 2000 Resp. DB Svcs.
File	623:Business Week	1985-2000/Oct W4 (c) 2000 The McGraw-Hill Companies Inc
File	810:Business Wire	1986-1999/Feb 28 (c) 1999 Business Wire
File	275:Gale Group Computer DB(TM)	1983-2000/Oct 27 (c) 2000 The Gale Group
File	624:McGraw-Hill Publications	1985-2000/Oct 26 (c) 2000 McGraw-Hill Co. Inc
File	813:PR Newswire	1987-1999/Apr 30 (c) 1999 PR Newswire Association Inc
File	636:Gale Group Newsletter DB(TM)	1987-2000/Oct 27 (c) 2000 The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2000/Oct 27 (c) 2000 The Gale Group
File	16:Gale Group PROMT(R)	1990-2000/Oct 27 (c) 2000 The Gale Group
File	610:Business Wire	1999-2000/Oct 26 (c) 2000 Business Wire.
File	148:Gale Group Trade & Industry DB	1976-2000/Oct 27 (c)2000 The Gale Group
File	20:World Reporter	1997-2000/Oct 27 (c) 2000 The Dialog Corporation plc

**21/3,K/1 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

01119079 97-68473

**Something old, something new also bodes well for packaging**

Rubel, Chad

Marketing News v29n24 PP: 2 Nov 20, 1995

ISSN: 0025-3790 JRNL CODE: MNW

WORD COUNT: 535

ABSTRACT: At the 2nd Annual **Marketing** Success through Packaging Conference, **several speakers** discussed the **new** and the old in packaging. Additionally, Ray Morgan of Coca-Cola USA accepted the first...  
...TEXT: music, one way to establish distinct packaging is to incorporate the new and the old.

**Several speakers** discussed the **new** and the old in packaging at the Second Annual **Marketing** Success through Packaging Conference in Chicago, sponsored by the AMA, The Coleman Group, New York...

**21/3,K/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

01066658 97-16052

**Market research, visits critical in establishing a global brand**

Anonymous

Advertising Age's Business Marketing v80n8 PP: 5 Aug 1995

ISSN: 0745-5933 JRNL CODE: IMR

...ABSTRACT: many multinational corporations are doing a better job of looking before they leap into a **new market**. **Several speakers** at a seminar, "Issues & Opportunities in Building a Global Brand," offered their opinions on international...

**21/3,K/3 (Item 3 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

00967744 96-17137

**Thomson's RCA brand revamps audio line**

Dixon, Mary McKenzie

Dealerscope Merchandising v37n1 PP: 74 Jan 1995

ISSN: 0888-4501 JRNL CODE: DEA

WORD COUNT: 836

...TEXT: features bass boost and will ship in the second half.

The step-up model features **new** styling and **four speakers** in a three-piece configuration and is expected to **sell** for under \$160.

The top model is expected to sell for under \$200 and comes...

**21/3,K/4 (Item 4 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

00733016 93-82237

**Execution makes it happen: Have marketing educators forgotten?**

Pascoe, Graham W

Management Education & Development v23 (Part 2) PP: 140-154 Summer 1992

ISSN: 0047-5688 JRNL CODE: DEV

WORD COUNT: 6308



...TEXT: Conference in April, 1986, the futility of strategy without good execution was hammered home by **several speakers**. (**Marketing News**, 9 May, 1986, p. 1)

We are entering a new era in marketing, asserted by...

**21/3,K/5 (Item 5 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

00702358 93-51579  
**If you can't beat 'em, join 'em**  
Kirtz, Bill  
Broadcasting & Cable v123n18 PP: 51 May 3, 1993  
ISSN: 0007-2028 JRNL CODE: BRO

...ABSTRACT: the challenges and opportunities in technology-driven changes. David E. Easterly of Atlanta's Cox **Newspapers** joined **many speakers** in pointing out that new analog technology will let consumers and **advertisers** bypass any medium that does not give them what they want, and publishers should form joint ventures with **phone** and cable companies and national on-line services.

**21/3,K/6 (Item 6 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

00575472 91-49821  
**Japan's Changing Landscape Company Profiles**  
McClelland, Stephen  
Telecommunications (International Edition) v25n10 PP: 206-213 Oct 1991  
JRNL CODE: TIE  
WORD COUNT: 3464

ABSTRACT: Until recently, Japan has had a relatively small and underdeveloped **market** in communications products and services. Although it supports first-class research, during the last few years, the **marketplace** seemed to see little of it in improved and more cost-effective products and services. Japanese planners expect that, by the year 2005, there will be 70 million **telephone** subscribers, 20 million pocket **telephone** terminals, 20 million textmail terminals, and 5 million visual **telephones** in common use. They are also predicting a host of new services. Nippon Telegraph and **Telephone**'s partial privatization in the mid-1980s, the **market** liberalization that followed it, and the entry of competition into the international **marketplace** have been major arenas for changes to assert themselves. Anritsu has consistently provided the communications **marketplace** with precise, reliable test standards for all types of systems. ...

...TEXT: manufacturing and financial presence internationally, it has had until recently a relatively small and underdeveloped **market** in communications products and services. It supports top-class research, but during the last few years, the **marketplace** seemed to see little of it in improved and more cost-effective products and services...

... size of the Japanese influence in the international community and the growing internationalization of Japanese **market** for goods and services. In 1990, the Japanese GDP stood at US \$2872 million compared...

...to US \$23,330, compared with US \$19,788 for the US. The penetration of **phone** usage is also comparable to that of the US (42 lines per 100 population compared...

... communications stakes, they seriously expect that by the year 2005, there will be 70 million **telephone** subscribers (20 million of whom will be ISDN subscribers), 20 million pocket **telephone** terminals, and 20

Cordless **phones** (on the 250/400-MHz bands) have been available on the Japanese **market** since 1977: some five million models are estimated to have been sold by the beginning...

...service is desired.

#### NTT's New Services

Deregulation has meant that Japanese manufacturers in certain **markets**, particularly the PABX area, have seen business under pressure. However, in the longer term, Japan...

... calling number delivery service from analogue subscribers, and other services such as caller-ID and **telephone** answering.

Alongside this, various new services to support the voice information network are being contemplated, including the advanced dial Q audiotex service, mass announcement and **telephone** polling, and mass reception services. **Teleconferencing** is also due to be expanded. A particularly interesting development will occur in 1992-93...

... 92. Leased lines are to be upgraded with ISDN interfacing facilities by 1994.

The Japanese **market** has its own idiosyncrasies. The telegram **market** in Japan continues to grow vigorously, and a good source of business is the value telegram that comes equipped with a pressed flower and incense. The **phone** card craze is another example. Prepaid **phone** cards have become a major business in their own right in Japan. The paper-based...

...highly sought after by the Japanese public.

Along with the huge business and interest in **phone** cards, other crazes include the so-called "Dengon Dial" that NTT intended as a voice...

... fact, it has been a big attraction for Tokyo youth who are recording 300,000 **messages** per day. Those particularly addicted are reported to be spending up to \$1800 per month on just this one service that enables **callers** to leave 30-seconds recorded **messages** that called parties can dial in to listen to. The melody voice telegram enables the...

... by 1995. The charge for an office INS64 link is comparable with a conventional analogue **phone** line. Whilst the take-up of ISDN in Japan is not spectacularly greater than that...

... the ISDN service themselves and negotiate for an attractive discount compared to what an open **market** subscriber would get. They got one--but some companies indicated last year that their revenues...

... connectivity. MPT resolutely declares that it is all part of the evolution of the VAN **market** and that the VAN operators should not offer basic services such as "vanilla" packet switching...

COMPANY NAMES:

Nippon Telegraph & **Telephone** ...

21/3,K/7 (Item 7 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2000 Bell & Howell. All rts. reserv.

00319877 86-20291

#### New Device Broadens Key Phone Markets

Ballard, Bruce

Telephone Engineer & Management v90n10 PP: 90-98 May 15, 1986

ISSN: 0040-263X JRNL CODE: TEM

ABSTRACT: Rockwell International's R8002 Multichannel Communications Device (MCD) allows key **telephone** manufacturers to implement a user-installable,

high-performance key **telephone** system (KTS) of 3 X 15 maximum size. The MCD contains a minimum number of...

... cable. MCD lowers the cost of KTS, opening the sizable small business and upscale home **market** to KTS manufacturers. The R8002 is a complementary metal-oxide semiconductor (CMOS) unit that performs...

... data features can be implemented into an MCD-based KTS. These include auto-dialing, paging, **speakerphone**, and **conference calling**.

**Additional** benefits of the R8002 include: 1. elimination of need for dedicated wires for each **telephone** instrument, reducing installation costs, 2. size and space savings within the **telephone** instrument, and 3. use of existing 2-wire lines. ...

21/3,K/8 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2000 Resp. DB Svcs. All rts. reserv.

01428829 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Competition drives operators toward retail innovation**

**(In the United States, 19 million households switch long distance at least once a year)**

CommunicationsWeek International, n 160, p 32+

March 04, 1996

DOCUMENT TYPE: Journal ISSN: 1042-6086 (France)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 2113

(USE FORMAT 7 OR 9 FOR FULLTEXT)

**ABSTRACT:**

Telecommunications is an increasingly becoming a commodity business. And as **market** liberalization creates competitive operators, all scurrying for the same piece of turf, retailing innovative services...

...while adding in calling card calls, cellular long distance calls, local toll calls, directory assistance, **conference calls**, and operator-assisted calls. AT&T is an aggressive **marketer** of these services because it must be to survive: In the United States, 19 million...

...the end of 12 mos, Sprint sends customers a check representing 10% of their annual **telephone** bill, which they can spend as they wish.

...

**TEXT:**

New twists on pricing, customer service and **marketing** are ever-more common as telecoms services become more of a commodity.

Illustration by Niculae...

...By Camille Mendler

Like it or not, telecommunications is increasingly a commodity business. And as **market** liberalization creates competitive operators, all scurrying for the same price of turf, retailing innovative services...

...while adding in calling card calls, cellular long distance calls, local toll calls, directory assistance, **conference calls** and operator-assisted calls. AT&T also offers customers AT&T Checkfree, a PC- or TV-based home electronic bill payment service.

AT&T is an aggressive **marketer** of these services because it must be to survive: In the United States, 19 million...

...end of 12 months, Sprint sends customers a check representing 10 percent of their annual **telephone** bill, which they can spend as they wish.

MCI has expanded its **Friends** and **Family** long distance calling plan

with an electronic mail service. Customers can send greeting cards or, using the graphical interface, send a letter, pager **message** or fax to anyone on their **Friends** and **Family** circle of frequently called people. The service includes up to 10 free E-mail **messages** a month, then \$0.25 for each additional **message**. People who are not **MCI** long distance customers can subscribe to the service for \$5 a month plus per-**message** charges.

For an additional charge customers can receive a "News in Motion" multimedia electronic newspaper; an on-line address book and spell checker; and the ability to adjust their **MCI** service plan on-line. Private mailboxes with passwords are allocated to each family member, allowing...

...Atlantic Corp., still a virtual monopoly in its mid-Atlantic territory, must tend to the **marketing** and customer-care side of the business. The operator **markets** a Visa credit card that offers users cash back toward **phone** calls and services such as three-way calling and call waiting. Customers get 1 percent...

...for all purchases made with the credit card; 2 percent off the Bell Atlantic residential **phone** bill; or if they use a Bell Atlantic calling card away from home, 3 percent...

...sends checks in \$20 increments made out to Bell Atlantic, which customers put toward their **phone** bills.

Not all operators try to attract customers with telecoms innovations or discount pricing. U...

...Mobile and Lotus Notes services accessible over its network as well.

Underpinning many of these **marketing** and pricing initiatives is a broader move toward customer-centric operations: The more you know...

...Insight Research Corp., a consultancy in Livingston, New Jersey. As new entrants in the telecoms **market**, cellular operators have not been hampered with the need to migrate from legacy systems and...

...services, Stratos Goros.

"It puts us in a service-creation environment from which we can **market** applications," Goros says. "It is a risky step, but this is our concept as we...and in northern Virginia using fiber to the curb.

Insight's Rosenberg also singles out **MCI**'s **Friends** and **Family**, now available as well in the United Kingdom from **MCI** partner BT, to illustrate the power of the new OSS. Underlying **Friends** and **Family** is a sophisticated billing system that automatically discounts calls to numbers specified by customers. That system, he said, is partly responsible for taking 5 percent of AT&T's **market** share over a four-year period.

"Asking customers to provide **MCI** with the numbers of their closest friends also reduces overall costs," Rosenberg says. "It means **MCI** can calculate predictable routes for calls and balance loads. The ability to mine that data is the basis of their operations."

Billing systems can also act as precision **marketing** tools, says Sandra Cook, a principal with San Francisco Consulting Group. By analyzing billing patterns, operators can identify different categories of customers and **market** services tailored to their needs. These contribute in the crucial task of building and maintaining...

...discounting schemes is a direct function of the sophistication of the billing system."

AT&T, **MCI**, Pacific Telesis Group (PacTel) and other operators are building data warehouses that allow them to target their **marketing** by correlating customer information. The sophistication of these systems is such that operators can identify...

...customers who live near a competitor's calling region. Coral Systems Inc., of Longmont, Colorado, **markets** ChurnAlert, a real-time data analysis tool that helps wireless service operators to identify at...

...Council, a charity that plants and protects trees.

But providing more choice in a competitive **marketplace** can be a double-edged sword.

According to New York-based CDB Research & Consulting Inc...

...about available calling plans. Its survey of more than 1,000 people about long distance **phone** services also found that 78 percent of respondents were dissatisfied with what they termed "**advertising** hype" surrounding calling plans. Eighty-nine percent of those with annual incomes more than \$50...

...area code they usually call, average call duration, time of day and their usual monthly **phone** charge. Based on this information, the system suggests which calling plan would offer the best...

...seems unlikely that they will be able to fully exploit this," Insight's Rosenberg says. "**Phone** records are still theoretically private, although they do paint a pretty complete portrait of the...their global operations to serve not only multinational customers but also compete in local residential **markets**, variations in privacy regulation may impact the **marketing** advantages they gain at home by re-engineering back-office operations.

But these issues should...

...the long run, customer-focused services will determine the winners and losers in the telecoms **market**.

"While some people argue that every bit of information accrued about them is a loss...

...COMPANY NAMES: **MCI** COMMUNICATIONS CORP  
...CONCEPT TERMS: All **market** information...

...**Market** size  
MARKETING TERMS: All product **marketing**; ...

...General product **marketing**

21/3,K/9 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2000 The Gale Group. All rts. reserv.

02088973 SUPPLIER NUMBER: 19664127  
**Trade group asks FCC's help in wiretap dispute. (Justice Department's wiretap and surveillance activities) (Government Activity)**  
Shiver, Jube, Jr.  
Los Angeles Times, v116, n254, Mon ed, col 1, pD4  
August 11, 1997  
ISSN: 0458-3035 LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT: The Cellular **telephone** Industry Association (CTIA) has asked the FCC to intervene in an ongoing dispute between the...

...purposes. The Justice Department wants to be able to determine the location of a cellular **caller** within half a **second**, tap into **conference** calls and monitor data such as voicemail **messages** and length of **phone** calls. FBI officials believe that the capability is required to preserve their crime-fighting skills...

21/3,K/10 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2000 The Gale Group. All rts. reserv.

01677529 SUPPLIER NUMBER: 15323900 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Further perspectives. (Hugh Osborn from Public Broadcasting Station WNET and Sueann Ambron from Paramount Studios discuss convergence of multimedia and broadcasting at 1994 Las Vegas, Nevada, National Association of Broadcasters conference)**  
Computer Conference Analysis Newsletter, n339, p5(1)  
April 1, 1994  
ISSN: 1071-2216 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 253 LINE COUNT: 00020

... advertising CD-ROM games that are based on movies, television shows, and sports.

CAN COMMENT: **Several speakers** mentioned that the **new** game based on NBA live footage is **selling** like wildfire!

21/3,K/11 (Item 3 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2000 The Gale Group. All rts. reserv.

01262482 SUPPLIER NUMBER: 07983116  
**Waves of calls: voice system ends monthly phone woes at BLS. (Bureau of Labor Statistics' use of the American Digital Voice Systems Teleserver)**  
Tanzillo, Kevin  
Communications News, v26, n12, p39(1)  
Dec, 1989  
ISSN: 0010-3632 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

ABSTRACT: The US Bureau of Labor Statistics uses a voice processing system that allows **callers** to its **New** York offices to get information on national and regional prices, employment and earnings from their touchtone **telephones**. The office handles about 100,000 inquiries annually, most of which are satisfied with the one- to two-minute recorded **messages** on the system; those wanting more information can talk to one of the office's...

...Systems Teleserver can store four hours of audio information on a hard disk and allows **four callers** to access the same **message** at one time. When more than **four callers** connect to the system at one time, operators at the office connect them to the...

21/3,K/12 (Item 4 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2000 The Gale Group. All rts. reserv.

01093079 SUPPLIER NUMBER: 00560263  
**Outage Probability in Mobile Telephony Due to Multiple Log- Normal Interferers.**  
**Yeh, Y.-S. ; Schwartz, S.C**  
IEEE Transactions on Communications, v32, n4, p380-388  
April, 1984  
ISSN: 0090-6778 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

**Outage Probability in Mobile Telephony Due to Multiple Log- Normal Interferers.**  
**Yeh, Y.-S ...**

...DESCRIPTORS: **Telephone** System...

...Mobile **Phones** ;

21/3,K/13 (Item 5 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)  
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01047374 SUPPLIER NUMBER: 00548118

**New York Tel Tests Phone-A-Friend Service.**

Blain, P.

Telephony, v206, n16, p152

April 16, 1984

ISSN: 0040-2656

LANGUAGE: ENGLISH

RECORD TYPE: ABSTRACT

...ABSTRACT: thirty-seven selected exchanges on Long Island and Staten Island are part of a test **market** in **teleconferencing**, **Phone -A-Friend**. The **New York Telephone** Co.'s new service allows customers to call up to four other people to get...

**21/3,K/14 (Item 1 from file: 624)**

DIALOG(R)File 624:McGraw-Hill Publications

(c) 2000 McGraw-Hill Co. Inc. All rts. reserv.

0526048

**INDEPENDENTS FAVOR FOREIGN MARKETS, BLAME REGULATORS FOR U.S. SLOWDOWN**

Independent Power Report November 5, 1993; Pg 1

Journal Code: COG

ISSN: 1049-0744

Word Count: 1,111 \*Full text available in Formats 5, 7 and 9\*

TEXT:

... in the U.S. is bleak and developers, in response, are turning to the international **market**, according to **several speakers** at the "Second Annual Independent Energy Forum," sponsored last week in New York City by Independent Energy magazine...

**21/3,K/15 (Item 1 from file: 813)**

DIALOG(R)File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1175586

DCTU012

**InteliData Introduces Two New Advanced Telephones Designed to Increase Usage of Telephone Company Network Services**

DATE: October 28, 1997

09:15 EST

WORD COUNT: 689

**InteliData Introduces Two New Advanced Telephones Designed to Increase Usage of Telephone Company Network Services**

Oct. 28 /PRNewswire/ -- InteliData Technologies Corp. (Nasdaq: INTD) introduced today two new "smarter" **Caller ID** on Call Waiting speakerphones designed to let home office, small business and residential consumers see who is calling before taking a call and allow one-touch access to advanced **telephone** network services, including voice mail, three-way calling and **Caller ID** on Call Waiting with call disposition features.

InteliData's new products integrate one-touch access to sophisticated **telephone** company network services with the ease of use of a familiar answering machine. Both **phones** are ideal for consumers or small business owners alike, featuring one-touch voice mail access...

...large, three-line LCD display for **Caller ID** time and date information, a new call **message** waiting indicator light and a call timer.

**1865 Network Feature Phone**

The InteliData 1865 Network Feature **Phone** is ideal for consumers who want one-touch access to popular telco network services including...

... said Will Hendrick, vice president and general manager, Telecommunications Solutions Division, InteliData.

## 1865 Call Manager **Phone**

The IntelliData 1865 Call Manager **phone** is the premium choice for busy consumers and home office and small business owners who are frequently on the **phone**. The 1865 Call Manager **Phone** gives users one-touch access to common telco voice mail commands including dial voice mail, enter password, play, delete, save and skip **messages**. In addition, the **phone** allows users to manage all of their calls efficiently with the new **Caller ID** on Call Waiting with call disposition service.

"For example," notes Hendrick, "if another caller calls in while a small business owner is on the **phone** with a client, she can see who is calling and dispatch the call with one..."

... the new call, send the new call directly to voice mail, send a pre-recorded **message** asking the caller to hold on, send a **message** asking the **caller** to call back **later**, or include the **second caller** in a three-way **conference call**." He added, "It's like having a second line with an attendant to answer it. I use it frequently when working from home."

The new IntelliData **phones** are available immediately and both the 1865 Network Services **Phone** and the 1865 Call Manager **Phone** have an MSRP of \$99.

IntelliData, with headquarters in Herndon, Va., is a proven leader in providing turnkey network services subscriber acquisition and management programs to **telephone** companies and is emerging as a telecommunications solutions provider to the rapidly growing small business **market**. IntelliData's products are available through both retail outlets and **telephone** companies and include a full line of Caller ID units, integrated Caller ID corded and cordless **telephones**, smart **phones** and key and keyless **telephone** systems for small businesses.

"Safe Harbor" statement under the Private Securities Litigation Reform Act of...

... including, but not limited to, the impact of competitive products, pricing pressure, product demand and **market** acceptance risks, timing of customer programs, reliance on key strategic alliances, the ability to attract...

21/3,K/16 (Item 2 from file: 813)

DIALOG(R) File 813:PR Newswire

(c) 1999 PR Newswire Association Inc. All rts. reserv.

1027087

NYTUFNS1

**The Smart Holiday Gift: Intelifone - the Telecommunications Device for the Millennium - the Gift for Today**

DATE: November 26, 1996

07:31 EST

WORD COUNT: 400

...alphanumeric pagers without talking to an operator.

The Intelifone takes advantage of the most sophisticated new **caller** identification features from the **phone** company. Caller identification with call waiting enables users to see the name and number of a **second caller**. The Intelifone then gives the user several options: place the caller on hold, initiate a **conference call**, have the caller leave a **message** in the users' voice mail, take the call or forward the call to another number...

21/3,K/17 (Item 3 from file: 813)



0432051

DC001

**MCI INTRODUCES STATE-OF-THE-ART CALLING CARD WITH FIRST-EVER 'TRADE-IN' OFFER**

DATE: January 7, 1992 10:25 EST WORD COUNT: 972

**MCI INTRODUCES STATE-OF-THE-ART CALLING CARD WITH FIRST-EVER 'TRADE-IN' OFFER**

...state-of-the-art long distance calling card offering convenient services that let callers make **conference calls**, send recorded **messages**, speed dial and access up-to-the-minute news, weather, sports and stock information, was introduced today by **MCI Communications Corporation** (NASDAQ-NMS: MCIC).

**MCI** is the first major long distance company to offer these advanced features to consumers in...

...features are furnished at no additional charge or require only a nominal fee.

The new **MCI Card**, available today to new and existing **MCI** customers, also comes in the form of the new **Friends & Family Card** from **MCI**. **Friends & Family** customers, in addition to receiving the same features as the new **MCI Card**, also receive an additional 20 percent savings on card calls to **MCI** customers in customer's Calling Circle -- a list of up to 14 **friends** and **family** members they call most frequently. Calling Circles may be comprised of up to 12 domestic **MCI phone** numbers, the customer's **phone** number and one international **phone** number.

With the introduction of the new **MCI Card** and the **Friends & Family Card**, **MCI** will also offer a first-ever trade-in opportunity, worth up to four hours of...

...away their AT&T and Sprint FONCARD calling cards and receive, in exchange, the new **MCI Card** and up to four hours of free calling card calls (valued at up to \$35.40).

Customers may sign up for the **MCI Card**, **MCI Dial "1" service**, **Friends & Family** or any of **MCI**'s Premier Calling Plans and receive a "Trade-In Offer Kit" which explains the program and includes a new **MCI Card**. To order, dial 1-800-999-4400. Current **MCI** customers who possess AT&T or Sprint FONCARD calling cards may also participate in the program.

Both new **MCI** cards offer exclusive features previously unavailable to residential users. For the first time, card callers can dial one, universal 800 number from any domestic **phone**, to make calls and access special features. Callers then wait for the "chime" and enter...

...particular services (voice prompts may be bypassed at any time). Key features of the new **MCI Card** include:

Speed Dialing -- (press star 91 - star 99) customers can store up to nine...

...frequently called numbers, and have quick and easy access to them from any touch-tone **phone**. This service is free.

**MCI Messenger** -- (star 4) customers may record a **message** in their own voice, and then have it delivered to someone they cannot reach

because of a busy signal or a "no answer," for \$1.60 per **message** .

**MCI ExpressInfo** -- (star 1) allows customers to access key information, such as weather forecasts, sports scores...

...and

stock quotes, news, soap opera updates and other features for 49 cents per minute.

**Conference Calling** -- (star 2) an **MCI** Conference Operator will connect the parties while they wait or arrange the call for another time. **Conference calling** rates include a \$2.50 fee for each number connected and a per-minute rate.

Directory Assistance with Direct Connection -- (star 0) permits customers to receive directory assistance via an **MCI** operator, then directly connect with that number. This eliminates re-dialing.

Multiple Calls Without Hanging...

...dial the number or feature they need to call. This service is free.

"The new **MCI** Card is the most sophisticated, yet easy to use calling card available to consumers today," said Timothy Price, senior vice president, **MCI Consumer Markets** . "Now, customers have a convenient way to speed dial numbers, access news, messenger services, **conference calling** and a number of other information services by simply touching a button. And with the new **Friends & Family** Card, **callers** can save an **additional** 20 percent on calls to their Circle members anytime, anywhere they call a member of their Calling Circle, including their own home."

"The new **MCI** Card alleviates the need to carry other calling cards. No other card offers as many...

...and benefits in addition to the lowest rates in the industry," Price said. "Today, the **MCI** Card is the only calling card consumers will ever need."

The new **MCI** Card allows customers to place calls with one single 800 number from any **phone** , any time, from anywhere in the United States, Canada, Puerto Rico, and the Virgin Islands. When traveling internationally, callers can also access **MCI** Call USA, a service that directly connects them to an English-Speaking **MCI** operator from more than 62 international locations. **MCI** also provides a customer service number, 1-800-444-1616, 24-hours a day for customers to ask questions about their calling card.

**MCI** , the nation's second largest long distance provider, offers residential savings through a number of services and products including: **Friends & Family** ; **Friends & Family** International; **Friends & Family** 800; **MCI** Personal 800; **MCI** 's International Calling Plans; Call Europe, Call Pacific, Call Canada, Call Mexico and Call India; **MCI** Messenger; and the new **MCI** Card and **Friends & Family** Card.

CONTACT: Debra Shriver, 703-415-6904, or Kate S. Fralin, 703-415-6941, both of **MCI**

(MCIC)

COMPANY NAME: **MCI**

21/3,K/18 (Item 4 from file: 813)  
DIALOG(R)File 813:PR Newswire  
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0370938

NY059

**AMERICAN EXPRESS INFORMATION SERVICES ENTERS TELECONFERENCING ARENA**

DATE: May 15, 1991

12:21 EST

WORD COUNT: 600

...s premier business-to-business service company, American Express Information Services Corporation (ISC), offers a **new** standard for user-friendly **conference calling**. In launching its new service, **marketed** by the company's Integrated **Marketing** Services business unit, American Express ISC brings state-of-the-art service and user benefits to the industry. With **TeleConferencing**, a **conference call** is as simple as making a toll-free **phone** call or sending a fax.

American Express ISC's entry into the market introduces a...

21/3,K/19 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2000 The Gale Group. All rts. reserv.

03264542 Supplier Number: 46698919 (USE FORMAT 7 FOR FULLTEXT)  
**US ROBOTICS: US Robotics enters** telephony market with new **conference speakerphone**  
M2 Presswire, pN/A  
Sept 10, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 387

(USE FORMAT 7 FOR FULLTEXT)  
**US ROBOTICS: US Robotics enters** telephony market with new **conference speakerphone**  
TEXT:  
M2 PRESSWIRE-10 September 1996-US ROBOTICS: US Robotics enters **telephony market** with new **conference speakerphone** (C)1994-96 M2 COMMUNICATIONS LTD  
... Two-way audio conferencing at a breakthrough price  
US Robotics has today launched its first **telephony** product in the UK, the ConferenceLink CS 1000, a conference speakerphone with full-duplex operation...  
...allows individuals or groups of people using the CS1000 at each end of a normal **telephone** line to speak simultaneously for natural, two-way conversation.  
ConferenceLink works on analogue **phone** lines, or on most PBX and keysystem extensions to enable real-time audio conferencing at a fraction of the cost of traditional conference **telephones**. The CS1000 is priced at GBP 399, including VAT.  
ConferenceLink incorporates US Robotics' SimulCom' technology, with automatic gain control, so that people on **conference calls** can move about the room while the CS1000 maintains high-quality sound reception without long...  
...affordable, high-performance conference speakerphone available in the UK," said Matt Hopgood, US Robotics product **marketing** manager. "I believe it will extend **conference calling** out of the conference room alone, and into individual offices, aiding productivity by making **telephone** meetings easier to conduct than before. It gives home and small business users access to...  
...until now have been prohibitively expensive or simply unavailable."  
ConferenceLink connects directly to any analogue **telephone** line. In addition, extension microphones can be added to enable ConferenceLink to be used at...

...keys for functions such as sound mute and redial, and status lights which show the **phone**'s operating mode. Incoming calls to ConferenceLink

can be answered by pressing any key on the **phone** . The unit has a 2-year warranty, and free lifetime technical support.

US Robotics' ConferenceLink was named 'Editor's Choice' by the US magazine Computer **Telephony** in March 1996. The magazine also gave ConferenceLink its 'Product of the Year' award in...

**21/3,K/20 (Item 2 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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02834791 Supplier Number: 45747751 (USE FORMAT 7 FOR FULLTEXT)

**AT&T OFFERS NEW DISCOUNT PLAN, DROPS 'TRUE SAVINGS' AS COMPETITION EBBS**

Common Carrier Week, v12, n34, pN/A

August 28, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Professional Trade

Word Count: 532

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...unveiled new discount plan Aug. 21 that expands offerings but cuts size of savings, joining **MCI** and Sprint plans that cover similar services. AT&T also said it would stop promoting...

...for new "True Reach Savings," which adds cellular long distance, operator-handled calls, directory assistance, **conference calls** and 800 numbers to basic long distance. It said research showed customers wanted "simple, easy-to-understand programs" for long distance. Sprint and **MCI** said their existing plans offered similar discounts beginning earlier this year.

... Robin Pence, dir., Sprint consumer affairs media. Sprint said neither AT&T savings plans nor **MCI "Friends and Family "** basic discount plans tell customers how much they pay for long distance, key **message** in Sprint **marketing** campaign. Like AT&T, it still will have customers on "The Most" discount plan, although "Sprint Sense" is company's chief long distance offering.

**MCI "Friends & Family** Connections" plan expanded discounts to cellular, paging, **conference calls** , 800 numbers and "follow-me" services earlier this year and now **"New Friends and Family "** plan is its principal savings plan. "Packaging is important (and) AT&T is coming to realize this," said Angela Dunlap, **MCI marketing** officer. She said residential and business customers are interested in more than just saving money...

EVENT NAMES: 240 (**Marketing** procedures)

PRODUCT NAMES: 4811000 (**Telephone** Service)

**21/3,K/21 (Item 3 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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01959194 Supplier Number: 43478532 (USE FORMAT 7 FOR FULLTEXT)

**Biotech advances in food industry lack customer confidence**

Biotechnology Business News, pN/A

Nov 27, 1992

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 336

... has been on the market in the UK since 1990, and applications for patents and **marketing** approval have been made by other groups for various "new " yeasts.

**Many speakers** agreed that patience and pragmatism will be essential to the growth and success of biotechnology...

**21/3,K/22 (Item 4 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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01528688 Supplier Number: 42197276 (USE FORMAT 7 FOR FULLTEXT)  
**GEJDENSON, SOLARZ LINE UP WITH AT&T TO END VIETNAM CALL BAN**  
The Report on AT&T, v9, n26, pN/A  
July 1, 1991  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 595

... the State Department has weighed in on the debate.  
Both representatives are uniting on the **telephone** issue. They, like AT&T, want permission to make direct calls restored, with payments for...

...bring the two in line with AT&T's views.  
Unlicensed "operators" in other countries, **advertising** in Vietnamese-language **newspapers**, connect U.S. **callers** using **conference call** features on **phones** in nations that can dial Vietnam direct, according to Dwight Jasmann, who is president and...

...in Hong Kong.  
"I could place a call to [Canada] from Washington and, using a **telephone** set just like the one on the podium, [they] could press the conference button, dial...

...of arrangement has been used by the United States since 1968 to provide legal, direct **telephone** service between the United States and Cuba," Jasmann said.

"No funds flow to Fidel Castro, but millions of Cuban-Americans can do what Vietnamese-Americans cannot -- place a simple **telephone** call to their relatives back home at a fair and reasonable price."

The uncertain factor...

**21/3,K/23 (Item 5 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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01227416 Supplier Number: 41236933 (USE FORMAT 7 FOR FULLTEXT)  
**Caller ID Controversy Heats Up**  
IDP Report, v11, n3, pN/A  
March 23, 1990  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 303

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:

...according to speakers at IdealDial's Fifth Annual Audiotex Conference. Caller ID allows customers with **telephone** displays to see the caller's **telephone** number while the **phone** is ringing. The service is only available in limited **markets**, including most Bell Atlantic **markets**, and its legality is being reviewed by federal and state regulatory agencies and privacy advocacy...

...latest bill concerning ANI has been submitted by Senator Cole of Wisconsin and requires that **phone** companies give callers the option of blocking their numbers so that they do not appear...  
...caller's display. This leads back to the question of who owns the name, address, **phone** number of a customer--the customer or the **phone** company? Congressional hearings on the bill should be held sometime this spring.

**21/3,K/24 (Item 1 from file: 621)**  
DIALOG(R)File 621:Gale Group New Prod. Annou. (R)  
(c) 2000 The Gale Group. All rts. reserv.

01302658 Supplier Number: 45792826 (USE FORMAT 7 FOR FULLTEXT)  
**Priority Call Management announces oryxTALK, oryxMEETING and oryxTEAM;**  
**Leading provider of One Number Communications to deliver voice activated**  
**dialing, conferencing, and workgroup telephony applications.**  
Business Wire, p9181289  
Sept 18, 1995  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 581

... also add additional callers by simply placing the current call on hold and entering the **telephone** numbers of new participants. When used with oryxVOICE, a voice **messaging** application also available on the ORYX platform, the conference may be recorded for distribution. Any...

...drop out to receive other calls or initiate other communications, such as listening to voice **messages**, and then return to the **conference call**

oryxTEAM is a grouping of oryxONE accounts to provide call distribution and overflows to team...

21/3,K/25 (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2000 The Gale Group. All rts. reserv.

01290678 Supplier Number: 45511957 (USE FORMAT 7 FOR FULLTEXT)  
**BUILT-IN STEREOPHONIC SPEAKERS AND MICROPHONE DISTINGUISH NEW PANAMEDIA**  
**MULTEVIF-DIA MONITORS**  
News Release, pN/A  
May 1, 1995  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 763

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
BUILT-IN STEREOPHONIC **SPEAKERS** AND MICROPHONE DISTINGUISH **NEW** PANAMEDIA  
MULTEVIF-DIA MONITORS Secaucus, NJ, May 1, 1995 - Panasonic Communications  
& Systems Company (PCSC), a...

...located in the center of the lower chassis, is ideal for voice-activated software, video **teleconferencing** and other audio recording devices without occupying additional desk space. On the left side of...

...PanaMedia 17 and PanaMedia 15 are ideal for training, educational, home multimedia applications and video **teleconferencing**. With a 0.27ram dot **pitch**, 1,280 x 1,024 resolution with up to 69 kHz horizontal scan frequency and...

...the United States, Panasonic Communications & Systems Company, a division of Matsushita Electric Corp. of America, **markets** an extensive line of office automation equipment that includes: laser, dot matrix, compact page and...

...whiteboards; electronic typewriters; facsimile machines; digital pagers; personal communication systems; point-of-sale systems; business **telephone** systems and notebook computers through Panasonic Personal Computer Company.

21/3,K/26 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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04632705 Supplier Number: 46815306  
**Cable takes its lumps at NCF.**  
Cable World, p30  
Oct 21, 1996

Language: English Record Type: Abstract  
Document Type: Magazine/Journal; Trade

ABSTRACT:

...video, information and integrated voice packages, yet cable operators will not be among those competitors. **Several speakers** during "The New Competitive Landscape" plenary session on October 15, 1996 blocked cable operators' move to enter **telephony** and fast-speed information **markets**. Frontier **Telephone** Group's experience in Rochester, NY revealed that cable operators are not ready to compete in that area, yet others believe that they can compete in the **market** if they are provided the right **market** conditions. ...

21/3,K/27 (Item 2 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03955401 Supplier Number: 45730038 (USE FORMAT 7 FOR FULLTEXT)

**BAGGY PANTS: MCI TRIES TOO HARD TO GROW INTO AT&T'S BRITCHES**

The Report on AT&T, pN/A

August 14, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 602

(USE FORMAT 7 FOR FULLTEXT)

**BAGGY PANTS: MCI TRIES TOO HARD TO GROW INTO AT&T'S BRITCHES**

TEXT:

**MCI** announced recently that it had out-performed the industry by 50 percent in 1995's **second** quarter, citing Concert, **Friends** and **Family**, and paging as its winning segments. In almost the same breath, however, **MCI** CEO Bert Roberts declared the company will cut almost 3,000 jobs. The job cuts...

... company with so many new customers lay off so many employees? Could it be that **MCI** has too many irons in the fire to be competitive?

"I think **MCI** 's corporate downsizing is a sign that it has spread itself too thin," Judy Reed...

...told The Report On AT&T.

Reed Smith said that a company as young as **MCI** should not have to re-engineer itself at such a nascent stage of the game, especially **MCI**, which just got \$4 billion from British Telecom.

And attrition is not to blame.

The culprits may be deals that **MCI** has made this year, such as the content/capacity deal with Rupert Murdoch's News...

...Smith called the deal "not terribly wise," and said it would have been stronger if **MCI** made its plan clearer to the investment community. She said that's why the announcement...

...inked reseller agreements with five cellular providers - GTE Mobilenet, BellSouth, McCaw, Frontier and NewPar - giving **MCI** access to 75 percent of the U.S. population and the top 100 **markets**.

But one analyst questioned the effectiveness of Nationwide to penetrate the **market**, touting rather the "smaller, more nimble players" also trying to enter the wireless **market**.

Part of the restructuring will be a separation of **MCI** 's core communications business from its other segments. Tim Price, who took charge of the Communications Services Group late last year, will become president of the new unit.

**MCI** also created a new unit for its ventures and alliances business. Deals falling under that...

...Rowny, executive vice president of Ventures and Alliances will oversee responsibility for these deals.

Additionally, **MCI** is considering the possible sale of its minority interest in several **MCI** subsidiaries. One possibility mentioned was a

sale of part of MCI 's local service division, MCImetro.

In his **teleconference** , Roberts lamented then-pending H.R. 1555 as meaning "higher rates, poorer service and a...

...to petition the bill," Roberts said.

The bill, which later passed the House, may hurt **MCI** more than its competitors, Reed Smith said. Even though **MCI** is trying hard to diversify, a larger percentage of its revenue comes from long-distance.

One analyst said that **MCI** 's greatest strength is its ability to leverage its network when opportunities open up. And...  
...the capacity when AT&T wants to be content independent).

But other deals, such as **MCI** 's 800-CALL-INFO, may not take off.

"I don't see much **advertising** (in this area). Unless there is a full blown **marketing** initiative, I have to be suspicious about its future," one analyst told RATT.

On the upside, **MCI** 's pagers are **selling** more than 60,000 per month and total revenue increased 12 percent over the same...

COMPANY NAMES: **MCI** Communications Corp.

PRODUCT NAMES: 4811150 (Long Distance **Telephone** Service); 4810000  
(Telecommunication Services ex Broadcast)

21/3,K/28 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03774207 Supplier Number: 45366670 (USE FORMAT 7 FOR FULLTEXT)

**Calling All CARDS: Prepaid Phone Cards are Ringing Up Sales**

Promo, p37

March, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 3473

**Calling All CARDS: Prepaid Phone Cards are Ringing Up Sales**

... last year: Rent one of its moving vans in February on March and get a **phone** card good for 20 minutes on long-distance calling time. Illustrated with a "beauty shot" of the two -ton company workhorse, the offer was **advertised** on radio and TV, reinforced with point-of-sale displays and detailed in a brochure...

...resurrected, perhaps as early as this fall. "Who couldn't use a free long-distance **phone** call," she asks, "especially during a (household) move?"

Ryder is but one of literally hundreds of companies that have caught on to the promotional power of **phone** cards over the past two years, spawning an entirely new industry in the process.

Luxury carmaker Lexus launched its own **phone** card promotion in December to draw traffic to its dealerships during the holiday season. Letters...

...invited them to test-drive the least-expensive (\$30,600 MSRP) ES 300 Lexus-logoed **phone** card good for an hour and a half (\$55 value) of long-distance calling time.

While still evaluating the impact of this promotion, Lexus **marketers** made 300,000 additional prospects the same offer to test-drive any model in the...

...We wanted an incentive that would give prospects a reason to come in," says Lexus **marketing** and sales administrator Robin Pisz. "**Phone** cards filled the bill."

Ryder and Lexus are two of many companies using pre-paid **phone** cards as premium incentives. Since their inception in 1991, they have won acceptance with a...

...gab for the purpose of boosting sales, generating trial, building customer loyalty and gathering consumer **market** data.

In just a few short year, prepaid calling cards--also referred to as



**phone** debit cards or telecards--have swept the nation. The phenomenon has grown so fast that...

...New York-based Whale Securities who follows the industry. In Europe and Asia, more mature **markets** where the cards have been sold for more than a decade, annual sales now exceed...

...s been like the gold rush," says Brad Wendkos, president of St. Petersburg, FL-based **Phoneworks**, Inc.

In 1991, a handful of companies dealt fewer than 100,000 cards. Last year...

...the local Bell companies like NYNEX and Ameritech--all of which are playing their own **phone** card chips.

The surge in the **phone** card industry has generated intense competition--and many more choices and pitfalls for **marketers**. "Anybody can get in," says Wendkos. "The field is almost totally unregulated. Someone who may have been slicing salami in Oshkosh can set himself up as a **phone** card business. The situation makes me flash back to the 900-number business. That turned out to be a fortune 1000 ripoff."

Whether the nascent **phone** card industry follows the same trajectory as the pay-percall industry remains to be seen...

...the public and tarnished the reputation of the business, which has become primarily known for **phone** -sex and general raunchiness. Revenues plummeted from \$1 billion in 1991 to \$500 million a...

...Clark. His group is in the process of developing a seal of approval system for **phone** card suppliers to help protect consumers. Until that happens, **marketers** are advised to avoid fly-by-night vendors or merchants who make promises but can...

...wayside," says Joel Shapiro, managing director of Houston-based Bayliss Creative Telecommunications.

#### Lack of Awareness

**Phone** card proliferation is occurring at a time when only about one in 20 Americans has even heard of a **phone** card. But this awareness level is changing, as more people are exposed to the cards...

...retail level and through promotions. "Consumer perception is increasing rapidly, thanks to the media and **phone** card promotions," ...Wendkos. "Within the next couple of years, everyone will know about them."

They will if **marketers** have their way. Novel ways to use or **market** the cards are dreamed up almost daily. There are **phone** cards depicting famous faces, like Elvis Presley and Marilyn Monroe; and places, like the Manhattan and San Francisco skylines. **Phone** cards come adorned with sports figures and athletic teams. There are **phone** cards spotlighting countless causes and special events. Even Barney, the purple dinosaur, has his own **phone** card.

Unique **phone** card applications abound. In December, 12,000 holders of **phone** card promoting the Paramount movie, "Star Trek: Generations," were able to listen to the actors...

...William T. Kirk and Captain Jean-Luc Picard discuss their roles during an hour-long **conference call**. The sponsors are hoping the event will qualify as the longest **conference call** in history and earn a place in the Guinness Book of World Records. On the humanitarian side, there have been **phone** card giveaways to victims of natural disasters, including the 1992 Florida hurricane, the 1993 Great...

...a nod to the 900-number fad, there is even a card called simply, "The **Phone** Sex Card."

A collector's **market** has also sprung up. Some **phone** cards, issued less than three years ago, now **sell** for more than \$1,000. Marc Ostrofsky, former publisher of Houston-based Telecard World, a...

...supplier, are signing agreements to use the images of popular characters, personalities and trademarks on **phone** cards. Putting celebrities, sports teams, entertainment properties and logos that people

recognize on **phone** cards will help propel the cards into the american public's consciousness, says GTS president...

...of long-distance calling time sold in either minutes, units or dollars. Using a touchtone **phone**, the caller dials the toll -free number on the back of the card. The call...

...stores all information related to the card. The cardholder hears a personalized greeting from the **marketer**, then is prompted to enter an access number imprinted on the card. The system indentifies...

...next door, the card entitles the holder to the same amount of time on the **phone**.

A so-called "smart card" uses specially equipped **phones** that accept only these cards. A magnetic strip on the card stores account information, in...

...more high-tech system in the U.S. To date, NYNEX is the only domestic **phone** company to enter the smart card arena with the installation of several thousand **phones** in New York City that will read the cards.

Central to the **phone** card craze is its novelty, convenience (no more fumbling for coins), economy (bulk **phone** time is bought at discounted rates ranging from 16 to 60 cents a minute(, high perceived value (consumers consistently overestimate the cost of a **phone** call), usefulness (everyone makes long -distance calls) and versatility.

At the juncture of the much-vaunted Information Age and the cashless society, **phone** cards have been hailed as a **marketer**'s dream medium, combining flexibility and cost-effectiveness with utility and the ability to increase brand awareness. And many in the industry say promotions are driving the **phone** card market. "That's where the action is right now," says Whale Securities' Shapiro.

"They're an...

...Rollerblade because they could be safely and easily used by customers while skating.

Also, each **phone** card has the ability to **pitch** to customers in different ways. First, the customer sees the company's logo, promotion graphics...

...images every time the cards is used. Calling cards are imprinted with custom artwork, giving **marketers** the chance to repeatedly reinforce the company's **message**. **Second**, the **caller** hears pre-recorded announcements designed by the **marketer** that play whenever the 800-number is dialed, reinforcing a promotion's impact. And third...

...different operating platforms that allow other value-added services to be offered. This makes the **phone** card a gateway between consumers and **marketers**.

Depending on the capabilities of the switch, remote-technology **phone** cards can provide multifaceted features that go beyond those of a simple giveaway. While on the line, callers can participate in a survey, order merchandise, hear sales notices, retrieve **phone** mail **messages**, "recharge" the card (i.e., add more **phone** time to the card with a ... card or bank debit card), access news and weather reports or even play a game. **Marketers** can capture consumer data and measure program results. "The future of **phone** cards lies in interactive," says GTS vice president Cory Eisner.

For all its promise, however, the domestic **phone** card industry is subject to a high degree of uncertainty. Many in the **marketing** community are undecided about the effectiveness of **phone** card promotions. "The prepaid **phone** card is not a salvation for anything," says Russ Davis, president of Vancouver, WA -based...

...way and many people aren't sophisticated enough yet to know what's best."

But **marketers** are learning. Meinecke Discount Mufflers ran a **phone** card promotion last fall that apparently did not meet expectations. Customers who took their cars...

...anniversary of the 1969 Mets championship season. Direct mail, newspaper inserts and in-store displays **advertised** the premium and a contest to win a limited-edition set of 32 cards featuring...

...could not immediately remember the premium, said that none of his customers asked for the **phone** cards. and from the second: "It wasn't a very big deal. Very few customers...

...over too well. Maybe I gave out one or two."

The Education Gap

An effective **phone** card promotion requires a targeted consumer **market** inclined to use the cards, established distribution channels and education of the trade and consumers. Most people have no idea what a **phone** card is, let alone how to use it or what benefit it can be to...

...highly-focused plan. "Despite all the hype and puffery going on right now in the **phone** card industry," he adds, "the usual rules of **marketing** still apply."

In addition, consumers have to perceive that the premium is worth the trouble...

...minutes?"

Promotion managers agree that the best-received promotions correspond closely with the company's **marketing** strategy. Ryder Truck concluded as much. "We considered the **phone** card to be extremely well aligned with our **marketing** strategy, which is ease of doing business and saving customers from as much hassle as...

...competition."

The idea of a good fit is echoed in other campaigns, as well. The **phone** card distributed in packages of Whitehall Laboratories' Clear Blue Easy home pregnancy test invited customers...

...were expecting a baby. Hallmark Cards has introduced a line of greeting cards with prepaid **telephone** cards from Sprint so that the recipient can call the sender. Marvel Entertainment has **phone** cards allowing children to interact with favorite comic book characters, like Spider-Man, The Incredible...

...s Foot stores, are becoming more common. Shawn Neville, Reebok's VP of U.S. **marketing**, believes strategic partnerships will be crucial to the continued success of **phone** card promotions. "Bringing in partners that can add value to the cards will be important...

...take trips, offering discounts with non-competing retailers--this is the next evolution."

Wherever the **phone** card business next proceeds, **marketers** and suppliers say learning the ropes has been a matter of trial-and-error--and ...

...remain so.

"Ultimately," says Arthur Butt of Nashua, NH-based Innovative Telecom, "the success of **phone** cards is dependent on American consumers' acceptance of a new way to make **phone** calls."

PAPER OR PLASTIC?

One of the first decisions to make when considering a **phone** card promotion is whether to use paper or plastic. The answer depends on number of...

...cost and durable and have a higher

perceived value. But there are additional reasons a **marketer** might choose one over the other. Here is a rundown of the **selling** points of each format:

PAPER

LOWER COST: Paper **phone** cards cost much less to produce than plastic ones. Printing paper cards costs only pennies...

...Brilliant, president of San Rafael-based brilliant Color Cards, one of

the country's largest **phone** card manufacturers. This means bit savings over plastic, which can cost anywhere from 20 to...

...can be rolled out much faster than plastic, says Chip Underhill of Innovative Telecom, a **phone** card supplier. And paper allows promotion managers more options in terms of packaging the cards. Taco Bell, for example, distributed a paper **phone** card in a self-enclosure that folded up to conceal the personal identification number (PIN...

...to the card or recharge it s service, paper is the choice. A Barney prepaid **phone** card, produced on paper, was designed to be used up by the caller and then...

...after the free time is used up: a good way to reinforce the company's **message** to the consumer.

L'eggs Pantyhose used both kinds of cards in a recent promotion...

...send in a mail-in certificate and proof -of-purchase receive a perforated long-distance **phone** card good for 10 minutes of free domestic calling time. The card, designed to be...

...for 35 cents off the next purchase. "Using the paper enables us to deliver the **phone** card with the coupon," says L'eggs senior promotions manager Donna Spainhour.

The plastic cards...

...informed about the consumer premium. Innovative Telecom handled the promotion.

Gillette Hoops it Up with **Phone** Card Promotion

Gillette has jointed the **phone** card craze by teaming up with Sprint in a huge promotion sporting their sponsorships of...

...NCAA Final Four Men's and Women's College Basketball Championships this month.

Four million **phone** cards, each worth five minutes of free long distance service from Sprint, will be carried...

...two brands "and, in doing so, provide consumers with collectible merchandise--the card--and free **phone** time," said Gillette spokesman Eric Kraus.

The premium will be **advertised** with on-pack bursts and in-store displays.

The four-color plastic cards, imprinted with...

...different illustrations of players were designed by Greenwich, CT-based Clarion Performance Properties.

The Gillette **phone** card deal was insured by Dallas, TX-based SCA Promotion risk by issuing insurance to cover promotions involving contingencies such as sweepstakes prizes and **phone** time used beyond the amount planned for. Slippage--the amount of time left unused on...

EVENT NAMES: 240 (**Marketing** procedures)

INDUSTRY NAMES: ADV (**Advertising** , **Marketing** and Public Relations);

BUSN (Any type of business)

21/3,K/29 (Item 4 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2000 The Gale Group. All rts. reserv.

03065813 Supplier Number: 44172875 (USE FORMAT 7 FOR FULLTEXT)

**800 Ways to Call Long-Distance**

Brandweek SuperBrands, v0, n0, p106

Oct 18, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1315

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

All the sniping between AT&T and **MCI** obfuscated gains made by perennial No. 3 Sprint, which reached record highs in fourth quarter FCC **market** share statistics and is also expected to post gains when the official 1992 figures are educated target. Sprint's 'The Most' saving plan apes the simplicity of **MCI** 's **Friends** and **Family**, without making customers act as salespeople.

Tom Weigman, Sprint's chief **marketing** officer, says the company has cut residential customer churn in half over the past 18 months.

'We have a more stable foundation,' said Weigman, a former M&M Mars **marketer**. 'Candice has given us great branding and more consistency than the hawking you see from...'

...converging world of telecommunications. Not far in the future lies a reshaped industry in which **telephone** companies will enter the entertainment field, long-distance providers will offer local **telephone** service and both will compete with cable television companies.

'It's an interesting time in this business,' said **MCI** 's Dunlap. 'A month here is like a decade in a lot of other industries...'

...agency and total sales.

#### TELECOMMUNICATIONS

	Brand	Co. Name	Media Expenditures (millions)
1	AT&T	American <b>Telephone</b> & Telegraph	\$395.8
2	Ameritech	Ameritech	\$63.7
3	Bell Atlantic	Bell Atlantic Corp.	\$43.7
4	BellSouth	BellSouth Corp.	\$54.1
5	GTE	GTE Corp.	\$48.2
6	<b>MCI</b>	<b>MCI</b> Telecommunications	\$105.4
7	NYNEX	Nynex Corp.	\$58.6
8	Southwestern Bell	Southwestern Bell Corp...	

COMPANY NAMES: American Tel & Tel; Ameritech Corp.; Bell Atlantic Corp.; BellSouth Corp.; GTE Corp.; **MCI** Communications Corp.; NYNEX Corp.; Southwestern Bell Corp.; Sprint Corp.; US West

EVENT NAMES: 240 (**Marketing** procedures); 430 (Capital expenditures)

PRODUCT NAMES: 4811150 (Long Distance **Telephone** Service)

INDUSTRY NAMES: ADV (**Advertising**, **Marketing** and Public Relations); BUSN (Any type of business)

21/3,K/30 (Item 5 from file: 16)  
 DIALOG(R)File 16:Gale Group PROMT(R)  
 (c) 2000 The Gale Group. All rts. reserv.

03006417 Supplier Number: 44080671 (USE FORMAT 7 FOR FULLTEXT)  
**Cable trying new services**  
 Electronic Media, pl4  
 Sept 6, 1993  
 Language: English Record Type: Fulltext  
 Document Type: Magazine/Journal; Trade  
 Word Count: 416

... t start doing it today, someone else will,' he said, pointing to companies that already **sell** local services to large businesses.

Mr. Clarrissimeaux was one of **several speakers** offering cable operators **new** opportunities.

Larry Block, VP of Access Telecommunications Interconnect, said his company offers fast-data services...

21/3,K/31 (Item 6 from file: 16)  
 DIALOG(R)File 16:Gale Group PROMT(R)  
 (c) 2000 The Gale Group. All rts. reserv.

01108928 Supplier Number: 41245046 (USE FORMAT 7 FOR FULLTEXT)  
**NTT Develops New ISDN Products**  
Comline Telecommunications, p3  
March 28, 1990  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 106

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...of new ISDN-compatible products. The new products include a caller identification device, a "meeting **phone** " that allows low-cost personal **teleconferencing** , and an automatic call-forwarding device. NTT has also developed a high-speed G-4 facsimile machine that uses regular paper, which the company expects to begin **marketing** before the end of April.

**21/3,K/32 (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2000 The Gale Group. All rts. reserv.

08429495 SUPPLIER NUMBER: 17786175 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Hosiery as theater: the play's the thing. (Legwear Report) (Panel Discussion)**  
Nason, Marilyn  
WWD, v171, n1, p11(1)  
Jan 2, 1996  
DOCUMENT TYPE: Panel Discussion ISSN: 0149-5380 LANGUAGE: English  
RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 528 LINE COUNT: 00047

... of nonstore formats such as TV shopping, catalogs and automatic replenishment programs.

That was the **message** delivered by **several speakers** during the **second** annual National Association of Hosiery Manufacturers **marketing** symposium held here last month.

Brand awareness is expected to continue to play a key...

**21/3,K/33 (Item 2 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08046816 SUPPLIER NUMBER: 17125311 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**MCI VOLUME AND REVENUE HIT RECORD LEVELS; COMPANY RESTRUCTURES FOR FUTURE**  
PR Newswire, p802DC004  
August 2, 1995  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 989 LINE COUNT: 00099

**MCI VOLUME AND REVENUE HIT RECORD LEVELS; COMPANY RESTRUCTURES FOR FUTURE**

TEXT:

WASHINGTON, Aug. 2 /PRNewswire/ -- **MCI** Communications Corporation (Nasdaq-NNM: MCIC) today reported strong second quarter performance with volume and revenue gains across all **market** segments. The company also announced a restructuring program which separates its core business from its...

For the quarter, **MCI** reported revenue of \$3.7 billion, an increase of \$397 million or 12 percent over...

...with our results this quarter," said Gerald H. Taylor, president and chief operating officer of **MCI** . "The strength of our core business and the early success in our ventures and alliances have enabled **MCI** to restructure and position the company for anticipated changes in the **marketplace** .

"With the financial strength **MCI** has achieved, this is the ideal time to shape the company for the future," Taylor added.

...and contracts valued at approximately \$1 billion.

AVANTEL, the Mexican joint venture company formed by MCI and Grupo Financiero Banamex-Accival (Banacci), has filed with the Secretariat of Communications and Transportation...

...provide competitive long distance services to business, consumer and governmental customers in Mexico when the **market** is opened to competition in August, 1996.

MCI, headquartered in Washington, D.C., is one of the world's largest and fastest-growing diversified communications companies. With annual revenue of more than \$13 billion, MCI offers consumers and businesses a broad portfolio of services, including long distance, wireless, local access...

...services, business software, and advanced global telecommunications services.

-0-

8/2/95

/NOTE TO EDITORS: **CONFERENCE CALL** INFORMATION: MCI Chairman and Chief Executive Officer Bert Roberts will host a **conference call** today at 10:00 a.m. EDT. For access, please call 1-800-988-9686. The password for this call is "MCI Earnings." To access from overseas, call 010-1-319-326-5200 at least fifteen minutes prior to the **conference call**. The **conference call** will be rebroadcast for 48 hours and can be accessed by calling 1-800-593-1436, passcode "7719."/

/CONTACT: Kevin Inda of MCI Communications Corporation, 202-887-2196 or 1-800-289-0073/

(MCIC)

CO: MCI Communications Corporation ST: District of Columbia IN: TLS  
SU: ERN

DC-MP -- DC004 -- 0932 08...

COMPANY NAMES: MCI Communications Corp...

...DESCRIPTORS: Long-distance **telephone** services...

PRODUCT/INDUSTRY NAMES: 4811150 Long Distance **Telephone** Svc

21/3,K/34 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2000 The Gale Group. All rts. reserv.

06764206 SUPPLIER NUMBER: 14547371 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**800 ways to call long-distance. (telecommunications) (Supplement: America's Top 2000 Brands)**

Lefton, Terry

MEDIAWEEK, v3, n42, pS106(1)

Oct 18, 1993

ISSN: 1055-176X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1269 LINE COUNT: 00097

ABSTRACT: AT&T responded to MCI 's highly successful '**Friends and Family**' brand of long-distance **telephone** service by introducing the 'i Plan.' AT&T is attempting to establish the 'i Plan...

...brand that portrays AT&T as a attentive individualized company. AT&T also responded to MCI 's 1-800-COLLECT collect **telephone** call service by introducing its own 1-800-OPERATOR. Sprint made significant gains in sales, assisted by its **advertising** brand campaign using actress Candice Bergen.

TEXT:

After two years of watching archrival MCI 's **Friends & Family** grow from a promotion into a full-fledged brand, long-distance **market** leader AT&T responded in 1993 with the 'i' Plan, a sub-branding effort designed...

...ve taken the equity of AT&T and updated it," said David Robertson, director of **advertising** at AT&T's Consumer Communications Services group,

The 'i' Plan is a switch from AT&T's earlier response: an ad campaign that raised privacy issues, since **new** membes of the **Friends and Family**

calling plan are relentlessly hounded by **phone** and mail **pitches** to supply the names of their **friends** and **family** to **MCI** .

Instead, AT&T is trying to soften its image and add a personal touch to...

...a forthcoming enhancement to voice-quality, the 'i' Plan has not been well defined. Rival **phone marketers** quickly dubbed it the "invisible plan."

"They are trying to establish a brand other than...

...distance, but I still don't know what the 'i' Plan is," said Angela Dunlap, **MCI** 's president of consumer business, echoing the thoughts of many in the **marketing** community.

AT&T's Robertson insists the plans is "purposefully flexible," adding that recognition of...

...T are high. "The definition will vary by individual," he said.

But other AT&T **marketing** insiders say concern about the 'i' Plan's ambiguity is 'company wide. Joe Nacchio, a feisty **marketer** brought in to head Ma Bell's flag-ship long-distance unit, is said to...

...and not enough perspiration when it comes to the 'i' Plan," said one AT&T **marketer** . "It's great to have a differentiation strategy, but you've got to have something...

...Plan in the next year. And given Nachio's reputation as a savvy and aggressive **marketer** , it's hard to believe it will stay amorphous for long.

AT&T is unable to offer its own version of **Friends** and **Family** because installing the necessary technology would be cost prohibitive. But conceptually, at least, a well...

...NW Ayer teased viewers, asking if they had ever used futuristic innovations like on-demand **teleconferencing** and promised that while these products weren't yet available, "You will" be seeing them...

...show people we offer a multiplicity of products," said Linda Urben, AT&T's corporate **advertising** manager.

All that image-tweaking is designed to present a new AT&T to the under-30 set, long the prime targets of **MCI** and Sprint **pitches** .

Looking ahead, telecom **marketers** predicted further segmentation. **MCI** fired one of the first shots in that war with the launch of 1-800-COLLECT, a play for the \$3 billion collect-call **market** that had been ceded to AT&T. With an eye toward attracting non-**MCI** customers by having potential customers think that 1-800-COLLECT was an AT&T offering, ads for the service did not mention **MCI** .

"It was kind of a 'wanna-be' play," said AT&T's Robertson." A play...

...for even more segmentation, which will make a hyper-competitive field even more so," said **MCI** 's Dunlap.

"To be opportunistic in this kind of **market** is to look below the mass, target surgically and be opportunistic, and you will be...

...their precious 800 numbers to another carrier for the first time. Opening the \$6 billion **market** to competition elicited a barrage of ads from the big three and escalated the already...

...AT&T was spending \$30 million a month against us," said Tim Price, president of **MCI** 's Business Services Division. "But so far it's a dream for us and a nightmare for them." Price predicted **MCI** would pick up as many as four share-points before the end of 1993.

All the sniping between AT&T and **MCI** obfuscated gains made by perennial No. 3 Spirit, which reached record highs in fourth quarter FCC **market** share statistics and is also expected to post gains when the official 1992 figures are s upscale, educated target. Sprint's "The Most" saving plan apes the simplicity of **MCI** 's **Friends** and **Family** , without making customers act as salespeople.

Tom Weigman, Sprint's chief **marketing** officer, says the company has



cut residential customer churn in half over the past 18 months.

"We have a more stable foundation," said Weigman, a former M&M Mars **marketer** . "Candice has given us great branding and more consistency than the hawking you see from...

...converging world of telecommunications. Not far in the future lies a reshaped industry in which **telephone** companies will enter the entertainment field, long-distance providers will offer local **telephone** service and both will compete with cable television companies.

"It's an interesting time in this business," said MCI 's Dunlap. "A month here is like a decade in a lot of other industries."

INDUSTRY CODES/NAMES: ADV    **Advertising , Marketing**    and Public Relations

...DESCRIPTORS: **Marketing** ; ...

...Long-distance **telephone** services...

...**Marketing**

21/3,K/35            (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05512655            SUPPLIER NUMBER: 11570533            (USE FORMAT 7 OR 9 FOR FULL TEXT)

**We hung up on our answering service - for keeps. (devising a better, and cheaper, substitute)**

Sachs, Jospeh M.

Medical Economics, v68, n21, p125(3)

Nov 4, 1991

ISSN: 0025-7206

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1443

LINE COUNT: 00103

... I had been complaining about being paged while on vacation, about being given the wrong **phone** numbers for callbacks, about the service taking 15 rings to answer. It was time to...

...small practices and aren't bothered by a few extra calls. We'd get killed. The **phones** would drive us crazy."

I reminded him of the many times the answering service had...

...different systems. One solo dermatologist had a conventional answering machine that allowed him to retrieve **messages** from an outside **phone** . A gynecologist used a machine that could forward calls to his cellular **phone**

A busy neurology group and an internal medicine practice both used a third system, which allowed callers to leave a **message** after either one beep or **three** . **Callers** were instructed to use the one-beep option for emergencies, and only those calls were paged immediately to the doctors' beepers. The doctors picked up the three-beep **messages** at their leisure.

Since this last system seemed best for us, I arranged for the...

...next thought about simply buying an answering machine that would allow us to pick up **messages** from an outside **phone** . We quickly realized that would be a nightmare--we'd have to check the **messages** every few minutes in case there was an emergency. What about a machine that would...

...two \$100 Panasonic KX-T2460 machines, which will transfer calls to a beeper or another **telephone** .

To handle calls that require a quick response, we opted for a separate **telephone** line. For \$75, the **phone** company researched available numbers and gave us a choice. We picked one that ended with...

...able tell which machine had called our digital beepers, we'd know immediately if the **message** involved an emergency.

We still had a bug to work out before we got started. In addition to the emergency **phone** line, we have three lines linked to a central number. During office hours, if the...

...No. 2 is busy as well. We wanted to attach the machine for non-emergency **messages** to just one line. But if someone was leaving a **message** when a **second caller** rang in, the **second** call would jump and not be answered.

I believe the **phone** company could have provided a way for us to disconnect lines 2 and 3 every...

...evening, before the receptionist leaves, she calls line 2 from line 3 and leaves the **phones** off the hook. Both lines stay busy, so calls can't jump to them. This...

...line I was busy. Now we leave "do not hang up" notes on those two **phones**.

The answering machines allow us to record two separate **messages** and program them to play one or the other. Our receptionist recorded this lunchtime **message** for the non-emergency machine: "This is the office of Drs. Sachs, Morris, and Sklaver..."

...consult for today, please call 678-9111. That is 678-9111. Thank you." The evening **message** is similar, but slightly longer. We have only one **message** on the emergency line; it instructs the caller to leave his name, **phone** number, and a brief **message**, and informs him that a doctor will call him back promptly.

We decided to try...found an explanation: With certain beepers, the transfer feature will send 15 pages for each **message** unless a code is entered into the machine to block multiple calls. We only had...

...erasing a tape so there can be no question that we received and recorded the **message**.

Our monthly expenses run \$10 per beeper for air time, plus the cost of the...

...DESCRIPTORS: **Telephone** answering and recording equipment

**21/3,K/36 (Item 5 from file: 148)**  
DIALOG(R) File 148:Gale Group Trade & Industry DB  
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03500565 SUPPLIER NUMBER: 06321829 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Index of employers. (hospital profiles) (Nursing Opportunities supplement)**  
RN, v51, n1, pS6(377)  
Jan, 1988  
ISSN: 0033-7021 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 210302 LINE COUNT: 18943

... and irregular P/T scheduling. Prorated benefits for Part Timers.  
Education: Individualized orientation for all **new** employees, and continuing in-service training Tuition reimbursement after 1 year employment, \$150/credit up...

Set	Items	Description
S1	8	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	2200626	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON-E?
S3	60296	CONFERENCECALL? OR CONFERENCE()CALL? OR TELECONFERENC? OR - (THREE OR FOUR OR MULTIPL? OR SEVERAL OR MANY OR PLURAL?) () (S-PEAKERS OR CALLERS?)
S4	7052784	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	168875	(SECOND? OR NEW? OR THIRD()PART? OR ADDITIONAL? OR LATER?) - (3N) (CALLER? OR FRIEND? OR REFERAL? OR REFERRED? OR SPEAKER?)
S6	0	S1 AND S2
S7	360	S2 AND S3 AND S4 AND S5
S8	692	S3 AND S4 AND S5
S9	61725	S4 AND S5
S10	16901	S9 AND (S2 OR S3)
S11	1242	MCI AND FRIENDS(2N)FAMIL?
S12	5	S7 AND S11
S13	1899	S4(5N)S5
S14	170	(S2 OR S3)(S)S13
S15	1	S2(S)S3(S)S13
S16	22	S2 AND S3 AND S13
S17	27	S12 OR S15 OR S16
S18	27	RD (unique items)
S19	19	S18 NOT PY>1997
S20	19	S19 NOT PD>971209

File 635:Business Dateline(R) 1985-2000/Oct 27  
(c) 2000 Bell & Howell

File 570:Gale Group MARS(R) 1984-2000/Oct 27  
(c) 2000 The Gale Group

File 47:Gale Group Magazine DB(TM) 1959-2000/Oct 27  
(c) 2000 The Gale group

File 146:Washington Post Online 1983-2000/Oct 25  
(c) 2000 Washington Post

File 387:The Denver Post 1994-2000/Oct 26  
(c) 2000 Denver Post

File 471:New York Times Fulltext-90 Day 2000/Oct 27  
(c) 2000 The New York Times

File 492:Arizona Repub/Phoenix Gaz 19862000/Oct 11  
(c) 2000 Phoenix Newspapers

File 494:St LouisPost-Dispatch 1988-2000/Oct 27  
(c) 2000 St Louis Post-Dispatch

File 498:Detroit Free Press 1987-2000/Oct 26  
(c) 2000 Detroit Free Press Inc.

File 630:Los Angeles Times 1993-2000/Oct 27  
(c) 2000 Los Angeles Times

File 631:Boston Globe 1980-2000/Oct 26  
(c) 2000 Boston Globe

File 632:Chicago Tribune 1985-2000/Oct 27  
(c) 2000 Chicago Tribune

File 633:Phil.Inquirer 1983-2000/Oct 26  
(c) 2000 Philadelphia Newspapers Inc

File 638:Newsday/New York Newsday 1987-2000/Oct 26  
(c) 2000 Newsday Inc.

File 640:San Francisco Chronicle 1988-2000/Oct 27  
(c) 2000 Chronicle Publ. Co.

File 641:Denver Rky Mtn News Jun 1989-2000/Oct 22  
(c) 2000 Scripps Howard News

File 702:Miami Herald 1983-2000/Oct 26  
(c) 2000 The Miami Herald Publishing Co.

File 703:USA Today 1989-2000/Oct 26  
(c) 2000 USA Today

File 704:(Portland)The Oregonian 1989-2000/Oct 26  
(c) 2000 The Oregonian

File 713:Atlanta J/Const. 1989-2000/Oct 27  
(c) 2000 Atlanta Newspapers

File 714:(Baltimore) The Sun 1990-2000/Oct 26  
(c) 2000 Baltimore Sun

File 715:Christian Sci.Mon. 1989-2000/Oct 27  
    (c) 2000 Christian Science Monitor  
File 725:(Cleveland)Plain Dealer Aug 1991-2000/Oct 26  
    (c) 2000 The Plain Dealer  
File 735:St. Petersburg Times 1989- 2000/Oct 26  
    (c) 2000 St. Petersburg Times  
File 477:Irish Times 1999-2000/Oct 27  
    (c) 2000 Irish Times  
File 710:Times/Sun.Times(London) Jun 1988-2000/Oct 27  
    (c) 2000 Times Newspapers  
File 711:Independent(London) Sep 1988-2000/Oct 27  
    (c) 2000 Newspaper Publ. PLC

20/3,K/1 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2000 Bell & Howell. All rts. reserv.

0628307 95-84766

**The unkindest cut: AT&T follows MCI, lowers discount on its long-distance calling plans**

Crosariol, Beppi

Boston Globe (Boston, MA, US) s1 p33

PUBL DATE: 950822

WORD COUNT: 731

DATELINE: Boston, MANew England;US

**The unkindest cut: AT&T follows MCI, lowers discount on its long-distance calling plans**

TEXT:

...a new flagship domestic calling plan that shrinks the size of discounts on long-distance **phone** calls. The move follows a similar one by **MCI** Telecommunications Corp. on Aug. 1.

"This sets an important precedent," said Brian Adamik, director of...

...because it applies to a range of services -- including directory assistance, long-distance cellular and **conference calls** -- not just to basic long distance calls.

"We've designed the plan to appeal to...

...means customers who rely heavily on nonbasic AT&T services such as directory assistance and **conference calls**, will actually see the bills go down.

What's more, the new plan is optional...

...to be offered to customers who want the steeper discounts on basic long-distance.

At **MCI**, a new version of its **Friends & Family** plan sharply cuts the discount for volume calling. Current **Friends & Family** customers will continue to receive the steeper discounts. All new customers will have to sign...

...with Hancock Institutional Equity Services.

Industry watchers say the new plans from AT&T and **MCI** signal a shift away from deep discounts on basic long-distance service toward incentives for...

...called Baby Bells the right to compete in the \$60 billion-a-year long-distance **market**, a move the long-distance carriers fear.

The long-distance companies are "trying to target...

...that competition based largely on cut-rate prices has ceased to be a viable option.

**MCI** -- whose new calling plan, unlike AT&T's, does not extend to other services -- has...

...Consumers are interested these new services more than shopping for discount plans," said John Donoghue, **MCI**'s vice president of **marketing**.

Declining discounts

AT&T and **MCI** appear to have called off their price war. Recently

revised calling plans sharply decrease the...  
...offered to long-distance customers.

AT&T

OLD PLAN

True savings: Applied to long-distance **phone** .

Monthly bill--Savings

\$10 to \$49.99--25%

\$50 or more--30%

NEW PLAN

True Reach Savings: Applies to long-distance **phone** ; long-distance cellular; **conference calls** ; director assistance; 500-based services

Monthly bill Savings

\$10 to \$24.99--10%

\$25 or more--25%

**MCI**

OLD PLAN

**Friends & Family** : Applied to long-distance **phone** .

Monthly bill Savings

\$10 to \$49.99--25%

\$50 or more--30%

**NEW PLAN**

**Friends & Family** : Applies to long distance **phone** .

Monthly bill Savings

\$10 to \$24.99--10%

\$25 or more--25%

\* Both **MCI** plans also include an additional 50% discount on calls to up to 20 people in customer's "calling circle"

Source: AT&T, **MCI**

...COMPANY NAMES: **MCI** Telecommunications Corp  
DESCRIPTORS: **Telephone** companies...

20/3,K/2 (Item 1 from file: 570)  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2000 The Gale Group. All rts. reserv.

01399862 Supplier Number: 44172875 (USE FORMAT 7 FOR FULLTEXT)  
**800 Ways to Call Long-Distance**  
Brandweek SuperBrands, v0, n0, p106  
Oct 18, 1993  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1315

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

After two years of watching archrival **MCI** 's **Friends & Family** grow from a promotion into a full-fledged brand, long-distance **market** leader AT&T responded in 1993 with the 'i' Plan, a sub-branding effort designed...  
...ve taken the equity of AT&T and updated it,' said David Robertson, director of **advertising** at AT&T's Consumer Communications Services group.

The 'i' Plan is a switch from AT&T's earlier response: an ad campaign that raised privacy issues, since **new** members of the **Friends** and **Family** calling plan are relentlessly hounded by **phone** and mail **pitches** to supply the names of their **friends** and **family** to **MCI**.

Instead, AT&T is trying to soften its image and add a personal touch to...

...a forthcoming enhancement to voice-quality, the 'i' Plan has not been well defined. Rival **phone marketers** quickly dubbed it the 'invisible plan.'

'They are trying to establish a brand other than...

...distance, but I still don't know what the 'i' Plan is,' said Angela Dunlap, **MCI** 's president of consumer business, echoing the thoughts of many in the **marketing** community.

AT&T's Robertson insists the plan is 'purposefully flexible,' adding that recognition of...

...T are high. 'The definition will vary by individual,' he said.

But other AT&T **marketing** insiders say concern about the 'i' Plan's ambiguity is company wide. Joe Nacchio, a feisty **marketer** brought in to head Ma Bell's flagship long-distance unit, is said to be...

...and not enough perspiration when it comes to the 'i' Plan,' said one AT&T **marketer**. 'It's great to have a differentiation strategy, but you've got to have something...

...Plan in the next year. And given Nacchio's reputation as a savvy and aggressive **marketer**, it's hard to believe it will stay amorphous for long.

AT&T is unable to offer its own version of **Friends** and **Family** because installing the necessary technology would be cost prohibitive. But conceptually, at least, a well...

...NW Ayer teased viewers, asking if they had ever used futuristic innovations like on-demand **teleconferencing** and promised that while these products weren't yet available, 'You will' be seeing them...

...show people we offer a multiplicity of products,' said Linda Urben, AT&T's corporate **advertising** manager.

All that image-tweaking is designed to present a new AT&T to the under-30 set, long the prime targets of **MCI** and Sprint **pitches**.

Looking ahead, telecom **marketers** predicted further segmentation. **MCI** fired one of the first shots in that war with the launch of 1-800-COLLECT, a play for the \$3 billion collect-call **market** that had been ceded to AT&T. With an eye toward attracting non-**MCI** customers by having potential customers think that 1-800-COLLECT was an AT&T offering, ads for the service did not mention **MCI**.

'It was kind of a 'wanna-be' play,' said AT&T's Robertson.' A play...

...for even more segmentation, which will make a hyper-competitive field even more so,' said **MCI** 's Dunlap.

'To be opportunistic in this kind of **market** is to look below the mass, target surgically and be opportunistic, and you will be...

...their precious 800 numbers to another carrier for the first time. Opening the \$6 billion **market** to competition elicited a barrage of ads from the big three and escalated the already...

...AT&T was spending \$30 million a month against us,' said Tim Price, president of **MCI** 's Business Services Division. 'But so far it's a dream for us and a nightmare for them.' Price predicted **MCI** would pick up as

many as four share-points before the end of 1993.

All the sniping between AT&T and MCI obfuscated gains made by perennial No. 3 Sprint, which reached record highs in fourth quarter FCC market share statistics and is also expected to post gains when the official 1992 figures are released. Sprint's 'The Most' saving plan apes the simplicity of MCI's **Friends and Family**, without making customers act as salespeople.

Tom Weigman, Sprint's chief **marketing** officer, says the company has cut residential customer churn in half over the past 18 months.

'We have a more stable foundation,' said Weigman, a former M&M Mars **marketer**. 'Candice has given us great branding and more consistency than the hawking you see from...'

...converging world of telecommunications. Not far in the future lies a reshaped industry in which **telephone** companies will enter the entertainment field, long-distance providers will offer local **telephone** service and both will compete with cable television companies.

'It's an interesting time in this business,' said MCI's Dunlap. 'A month here is like a decade in a lot of other industries...'

...agency and total sales.

#### TELECOMMUNICATIONS

	Brand	Co. Name	Media Expenditures (millions)
1	AT&T	American <b>Telephone</b> & Telegraph	\$395.8
2	Ameritech	Ameritech	\$63.7
3	Bell Atlantic	Bell Atlantic Corp.	\$43.7
4	BellSouth	BellSouth Corp.	\$54.1
5	GTE	GTE Corp.	\$48.2
6	<b>MCI</b>	<b>MCI</b> Telecommunications	\$105.4
7	NYNEX	Nynex Corp.	\$58.6
8	Southwestern Bell	Southwestern Bell Corp...	

COMPANY NAMES: American Tel & Tel; Ameritech Corp.; Bell Atlantic Corp.; BellSouth Corp.; GTE Corp.; **MCI** Communications Corp.; NYNEX Corp.; Southwestern Bell Corp.; Sprint Corp.; US West

EVENT NAMES: 240 (**Marketing** procedures); 430 (Capital expenditures)

PRODUCT NAMES: 4811150 (Long Distance **Telephone** Service)

INDUSTRY NAMES: ADV (**Advertising**, **Marketing** and Public Relations); BUSN (Any type of business)

20/3,K/3 (Item 1 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2000 The Gale group. All rts. reserv.

04616849 SUPPLIER NUMBER: 18798957 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**SLA in Boston: another record-breaking conference. (includes related articles on Special Libraries Association's 87th annual conference in Boston, Massachusetts)**

Esh, Sharise; Lovari, John; Romboletti, Christine; Redaljie, Susanne J.; D'Amicantonio, John; Campbell, Cristina; Jank, David; Hulser, Richard; Boland, Mary Jo; Fukai, Eiko; Powell, Toni; Barry, Kevin; Davis, Bonnie; Kitt, Sandra; Juneau, Ann; Tilson, Marie; Fortner, Diane M.; Pancake, Didi; Miller, Jeanne; Dresley, Susan

Special Libraries, v87, n3, p195(37)

Summer, 1996

ISSN: 0038-6723

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 22139

LINE COUNT: 01808

... 1997, we plan to take our distance learning another technological step forward by advancing from **telephone** line to satellite transmission. This will provide greater flexibility in site selection and programming and ...



...Getting these placements is not just a matter of writing a letter or making a **telephone** call. Thousands of associations and companies compete for the same space or air time, so...will also offer challenges as new versions and drafts are completed and rifles change.

The **second** and third **speakers** were Donna Zerwitz, director of **marketing** and public relations at the National Bureau of Economic Research in Cambridge, MA, and Terrel...following a downsizing from 12 people to four, her shall are using an annual meeting, **teleconferencing**, and an Intranet as their tools. Their chief goal is aligning the library's services...it done within the confines of the structured business meeting) was well-attended and featured **several speakers**, talking briefly on topics such as digital library projects, electronic publishing, and JAVA.

Retired Members...

20/3,K/4 (Item 2 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2000 The Gale group. All rts. reserv.

04400823 SUPPLIER NUMBER: 16404497 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Aural fixations. (new audio products)**

Vizard, Frank

Popular Mechanics, v172, n2, p108(2)

Feb, 1995

ISSN: 0032-4558 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1056 LINE COUNT: 00081

... in newspapers, magazines and books. To make your selection, you would use a touch-tone **phone** to dial a processing center. All you have to do is key in the number...

...for \$260.

Speaking of Radio Shack, we should bring to your attention a pair of **new speakers**, the Optimus PRO LX5, being **marketed** by the store. These small speakers are noteworthy in that they combine a 5-in...

...other. Certainly, that's the case with Ford's Windstar.

Our van came equipped with **four speakers** (two front and rear) backed up by a subwoofer for extra bass reproduction. And since...

20/3,K/5 (Item 3 from file: 47)

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2000 The Gale group. All rts. reserv.

03791791 SUPPLIER NUMBER: 12660547 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**The well-connected home office. (includes related directory of home office technology) (Cover Story)**

O'Malley, Christopher

Popular Science, v241, n4, p72(7)

Oct, 1992

CODEN: POSCD DOCUMENT TYPE: Cover Story ISSN: 0161-7370

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3144 LINE COUNT: 00244

...ABSTRACT: with databases and electronic-mail service, as well as the use of such services as **teleconferencing** and caller identification.

... an old personal computer and a modem, but no facsimile or answering machine. Even the **telephone** is an outdated, rotarydial model. But Bates has something that may be more valuable to...

...state-of-the-art equipment: the fight connections.

In her case, the connections are through **phone** lines to the ethereal world of database and electronic-mail (e-mail) services. For many

...and energizing the telecommunications revolution.

The basic instruments of telecommunications aren't new, of course. **Telephones** have been around for more than a century, and fax machines and

computer modems for...

...have predicted even a few years ago. New products and services are also expanding the **telephone** 's role beyond simple point-to-point dialing. In many cases, these technologies are not...

...all-digital future. It may still be many years before fiber-optic cables and digital **phone** service replace copper wire and analog service in homes ["Fiber Optics Head for Home," March '91]. In the interim, however, devices such as **telephones** and faxes are being linked with computers in new ways, giving them some of the...

...T media relations manager. To help bridge the geography! gap, Cunningham frequently uses an automated **teleconferencing** service that lets her speak simultaneously with Bell Laboratories technicians in New Jersey and media people in New York, California, or elsewhere. She dials a special number, punches in the **phone** numbers she wants to call, and then holds the line while the service connects her with the other parties.

The **telephone** may look the same, but the technology behind the **phone** has changed dramatically in recent years. **Phone** calls that were once routed by human operators and later by electromechanical switches are now...

...These computerized switching systems not only transport voice calls with great efficiency, they transform the **phone** into a type of remote keyboard that lets you interact with the **phone** company's computers. This makes all manner of new products and services possible, giving those working at home communication options they never had before.

**Teleconferencing** (or **conferencecalling** ) services are one such advance, but there are many, including staples like call waiting, call forwarding, and speed dialing sold by local **phone** companies. In addition to long-distance **teleconferencing** services, national **phone** companies such as AT&T, MCI, and Sprint are offering home workers a number of...

...don't pick up and allows you to retrieve your messages from any touch-tone **phone** . But voice-mail systems can also answer calls when the line is busy, and even...

...once features that may preclude the need for intrusive call-waiting signals or a second **phone** line in a home office.

Custom ringing and caller identification services are also helping people do more with less in home offices. Distinctive or "custom" ringing services assign a second **phone** number to a single line--for use as a business number, for example. Calls to...

...tings, for instance). Caller ID, which is not yet available in many localities, displays the **phone** number of the calling party on a small liquid-crystal-display (LCD) screen that's either built into the **phone** or into a small box connected to the **phone** . That not only enables you to distinguish personal calls from business calls, it lets you determine who's calling before answering. Both services can stretch the value of existing **phone** lines and help lend an air of professionalism to a home office.

As interesting as...

...also adding new capabilities to the home office. A number of companies (including a few **phone** companies) sell electronic-switch boxes that work with the custom-ringing service. These switches can...combinations use special circuits to detect caller-ID signals for incoming calls, then feed the **phone** -number data to software that tries to match the number to a record in a...

...during voice calls to either a stand-alone LCD panel or a PC using standard **telephone** lines. Northern Telecom's new Visit Video goes even further. In addition to screen sharing...

...Advanced services such as caller ID and voice mail are even triggering changes in the **telephone** itself. A new generation of "smart" **phones** with LCD screens is being developed for home use. These **phones** promise to

make existing services easier to comprehend and new services--or combinations of services--possible ["Smart **Phones** ," Jan.]. One tantalizing example: Northern Telecom and BellSouth are testing a prototype screen **phone** with a service called Deluxe Call Waiting ID, a combination of call waiting and caller...

...that enables you to see the name and number of the calling party on the **phone** 's screen without interrupting the current call. By pushing buttons on the **phone** , you can either send a short voice **message** to the **second caller** or direct the caller to your voice-mail service.

State regulations often mandate that **phone** companies charge home workers business rates when the "predominant use" of a **phone** line is business. But carriers are increasingly reluctant to enforce such regulations against their best...

...forward" fax service that lets her forward fax calls to a fax "mailbox" at the **phone** company, then retrieve them from any fax machine by dialing up a special number and...

...the documents are to be sent.

Not long ago, the technology of transmitting documents over **phone** lines was embodied in a single form --the fax machine, a common appliance in corporate...

...fax machine is just one of a number of vehicles for transmitting documents.

As with **telephone** technology, the meshing of fax with computers has spawned new twists on a familiar theme...

...and stamped with your signature in some cases.

Faxes can also be dictated over the **phone** . One service, dubbed VoiceFax, lets you call a toll-free number (800DIALFAX) and send a...

...of public fax machines and has a "fax mailbox" service similar to that from some **phone** companies.

Transmission methods aren't the only things changing about fax machines, though. New technologies...products mesh computerized voice-mail and facsimile technologies. The resulting automated systems can respond to **phone** requests for information--with instantly returned faxes on everything from new products to horoscopes. Many...

...forum" on CompuServe. The PC isn't as commonplace in the home office as the **telephone** , but it's getting there. PCs are now in more than half of all home...

...that turns a PC into a communications tool that, for sheer versatility, not even the **phone** can match.

The fundamentals of modem technology haven't changed much since the original Bell...

...convert computer signals to sound (and back again) so they can be sent over the **telephone** lines.

But the evolutionary changes in modems have been important ones for the home office...

...its e-mail system to Internet in the near future.

Whether by computer, fax, or **phone** , communications gateways are the keys to home office success.

TABULAR DATA OMITTED

20/3,K/6 (Item 1 from file: 146)  
DIALOG(R)File 146:Washington Post Online  
(c) 2000 Washington Post. All rts. reserv.

4094409

Frequently Asked Questions

The Washington Post, October 30, 1996, FINAL Edition

Section: STYLE PLUS, p. R08  
Line Count: 87 Word Count: 957

...see p. 2 for how to order a back copy).

Do any brands have good **phone** support?

Apple and Hewlett-Packard consistently rank highly, both by our testers and by other...

... company in crisis at the top, we say pass. Current Advantage models integrate advanced video, **teleconference** and other marginal technologies.

Compaq

We don't recommend the U.S. **market** leader for either **new** users (not user-**friendly** enough; punitive service policies) or veterans (mail order/local shops offer better hardware value). The...

**20/3,K/7 (Item 2 from file: 146)**  
DIALOG(R)File 146:Washington Post Online  
(c) 2000 Washington Post. All rts. reserv.

1840048

**Mammon in Jeopardy; Is America Losing Its Consumption Edge?**

The Washington Post, May 21, 1989, FINAL Edition

By: Jodie T. Allen

Section: Outlook, p. c01

Line Count: 113 Word Count: 1232

... has already fallen on deaf ears. Obstinate, consumers have refused to invest in the two **additional speakers** needed for this auditory enhancement. **Advertising**. Consumers are tuning out more than the high notes. Newsweek reports that average viewer recall...

... and "power gloves" but also running-mat control devices. Can foot-failure be far behind? **Teleconferencing**. For more than a decade, remote satellite hook-ups (including, if required, electronically-reproduce d odors...

... fingertips. Merging digitalized audio inputs, high-quality photographic stills, computer-generated animations, cable video feeds, **telephone** answering machine recordings, "downloaded" electronic libraries, teletext news, analog feedbacks, electronic mail, fax reproductions, paged...

**20/3,K/8 (Item 3 from file: 146)**  
DIALOG(R)File 146:Washington Post Online  
(c) 2000 Washington Post. All rts. reserv.

302091

**The Changing Face--er, Voice--of Switchboards**

The Washington Post, August 14, 1988, FINAL Edition

By: John Burgess, Washington Post Staff Writer

Section: Financial, p. h01

Line Count: 129 Word Count: 1424

... the talking switchboard phenomenon, otherwise known as 'automated attendants,' press '1' on your push-button **phone**."

...information on such things as the weather.

Now, aided by the proliferation of push-button **telephones**, industry is going a major step further by installing "automated attendants" that allow you to...

...push-button signals, a computer in the switchboard then rings particular

lines or gives the **caller** a new recorded **message** or option.

The systems don't work, however, with rotary-dial **phones**, which may account for up to 60 percent of sets in rural homes. So, the...  
...to enter the zip code of the area you are in as well as the **telephone** area code and first three digits of the **phone** from which you are calling. Instantly, the voice will come back with the name and...

... has meant more efficient use of tax experts who continue to field inquiries live by **phone**, according to ...the plunge to fight rising costs and shield its 24 employees from an avalanche of **phone** calls. "Then they get used to it, then they get happy with it, then they...

... and may hang up. Others feel resentment toward a company that lets machines answer its **phones** and skepticism that a message left with "voice mail" will really get through.

Another common...

...Dammeyer, president of St. Louis-based Contel Office Communications Inc.

But with computer literacy expanding, **many callers** are beginning to accept the machines as part of the landscape and may even enjoy...

DESCRIPTORS: **Telephones**; Automation; Technology; Communications and information

20/3,K/9 (Item 1 from file: 492)  
DIALOG(R)File 492:Arizona Repub/Phoenix Gaz  
(c) 2000 Phoenix Newspapers. All rts. reserv.

05292019

#### **CALLS STRAINING TELEPHONE GRID**

ARIZONA REPUBLIC (AR) - THURSDAY October 19, 1989

By: Compiled from reports by The Associated Press, The Arizona Republic and Cox News Service.

Edition: FINAL CHASER Section: FRONT Page: A8

Word Count: 151

#### **CALLS STRAINING TELEPHONE GRID**

##### **TEXT:**

Pacific Bell officials said Wednesday that their **telephone** network survived Tuesday's devastating earthquake without significant damage, but the system was being overloaded...

... long-distance calls to the region, many calls on the network were being blocked. Recorded **messages** told **callers** to try again **later**.

The local network around San Francisco was unscathed, but because of the crush of calls, **many callers** could not connect with the network, said Mary Hallisey, a spokeswoman for Pacific Bell's parent, the Pacific Telesis Group.

American **Telephone** & Telegraph Co., which handles about 70 percent of the nation's long-distance calls, appealed to people not to try **telephoning** the earthquake area. AT&T was blocking some calls into the area so San Franciscans...

20/3,K/10 (Item 1 from file: 494)  
DIALOG(R)File 494:St LouisPost-Dispatch  
(c) 2000 St Louis Post-Dispatch. All rts. reserv.

09283154

#### **CALL WAITING SERVICE TOO MUCH TECHNOLOGY FOR MANY IN BRITAIN**

St. Louis Post Dispatch (SL) - Friday, October 10, 1997

TEXT:

...want call waiting, which has revolutionized the way people speak to each other on the **telephone** , making it virtually impossible to ever miss a **phone** call? But as much as the service has become commonplace in many parts of America...

... more friends. But they probably don't have any friends - they've probably left the **phone** off the hook."

Introduced here about a decade ago, call waiting has been available to ...

...But only about 1.3 million homes, or 5 percent of the total homes with **telephones** , have signed up (compared with 40 percent of American homes). The numbers don't seem...

... using his wife, who is English, as an example. "Frances refuses to get off the **phone** when she hears the beeps, because she doesn't know what to do."

But Susie...

... enunciated, perfectly intimidating BBC English. "The number you are calling knows you are waiting."

But **many callers** , irritated by the message and terrified to be caught rudely interrupting another conversation, hung up...  
...complained that the people who were trying to ring them eventually hung up the **phone** and aborted the attempt to call, in the mistaken belief that they were out," Barr...

... similar to the American "out of order" signal sounds, followed by a polite but firm **message** telling the **caller** to try again **later** .

"We hope it's a happy compromise," said Barr, hopefully.

20/3,K/11 (Item 1 from file: 631)  
DIALOG(R)File 631:Boston Globe  
(c) 2000 Boston Globe. All rts. reserv.

08235039

**THE UNKINDEST CUT AT&T FOLLOWS MCI, LOWERS DISCOUNT ON ITS LONG-DISTANCE CALLING PLANS**

Boston Globe (BG) - TUESDAY, August 22, 1995  
By: Beppi Crosariol, Globe Staff  
Edition: THIRD Section: BUSINESS Page: 33  
Word Count: 626

**THE UNKINDEST CUT AT&T FOLLOWS MCI, LOWERS DISCOUNT ON ITS LONG-DISTANCE CALLING PLANS**

TEXT:

... a new flagship domestic calling plan that shrinks the size of discounts on long-distance **phone** calls. The move follows a similar one by **MCI** Telecommunications Corp. on Aug. 1.

... because it applies to a range of services -- including directory assistance, long-distance cellular and **conference calls** -- not just to basic long distance calls.

"We've designed the plan to appeal to...  
... means customers who rely heavily on nonbasic AT&T services such as

directory assistance and **conference calls** , will actually see their bills go down.

What's more, the new plan is optional...

... to be offered to customers who want the steeper discounts on basic long-distance.

At **MCI** , a new version of its **Friends & Family** plan sharply cuts the discount for volume calling. Current **Friends & Family** customers will continue to receive the steeper discounts. All new customers will have to sign...

...with Hancock Institutional Equity Services.

Industry watchers say the new plans from AT&T and **MCI** signal a shift away from deep discounts on basic long-distance service toward incentives for...

... called Baby Bells the right to compete in the \$60 billion-a-year long-distance **market** , a move the long-distance carriers fear.

The long-distance companies are "trying to target..."

... that competition based largely on cut-rate prices has ceased to be a viable option.

**MCI** -- whose new calling plan, unlike AT&T's, does not extend to other services -- has...

... interested in these new services more than in shopping for discount plans," said John Donoghue, **MCI** 's vice president of **marketing** ."

CROSAR;08/21                    NIGRO ;08/22,11:03        LONGDI22

DESCRIPTORS: **TELEPHONE** ; INDUSTRY; CONSUMER; COST; NAME-AT&T CORP.; NAME-**MCI** TELECOMMUNICATIONS CORP.

AT&T Corp ; Current **Friends & Family** ; **Friends & Family** ; Hancock Institutional Equity Services ; **MCI** Telecommunications Corp ; Sprint Corp ; True Savings ; Yankee Group

20/3,K/12        (Item 1 from file: 632)  
DIALOG(R)File 632:Chicago Tribune  
(c) 2000 Chicago Tribune. All rts. reserv.

01559825

**Know-how - Many options on installing 2d phone line**

Chicago Tribune (CT) - August 11, 1989

By: Jim Sulski

Edition: DU PAGE SPORTS FINAL    Section: FRIDAY    Page: 67

Word Count: 1,712

**Know-how - Many options on installing 2d phone line**

TEXT:

First there was the **telephone** . Then came such electronic wonders as fax machines and computer modems. Add to this family members who each seek equal time on the **phone** .

To provide for all these **phone** entities, a second **phone** line is quickly becoming commonplace in many homes.

Among the biggest customers for a second **phone** line have been the growing numbers of those who work at home: those who are...

Probably our biggest market for a second **phone** line prior to the last year or so was the teenage market, families who wanted...

...etc.-that has now become the lead market."

For those interested in installing a second **phone** line for business or pleasure, there is a wide array of layouts, features and equipment...

...best plan is to sit down and map out what you would like the second **phone** line to do: Will it augment the first line for a business? Will it serve...

...is used as an occasional data line for faxes and modems and as the family **phone** line.

#### Installation

Many homeowners are finding that installing a second **phone** line on their own can also save a few dollars. Such installations can be a...

...cost, low-effort operation.

For example, if your home is already wired with the correct **phone** cable, adding a second **phone** line can be as simple as connecting a few wires and plugging in a new **telephone**, fax, modem, etc.

Of course, everything depends on the **phone** system layout you choose. New wiring may be needed, and some of the equipment and features listed below may also be necessary or may greatly enhance your **phone** system.

Installing a second line is not unlike installing a single **phone** line. Here's how it works:

Your local **phone** company (such as Illinois Bell) activates the second line by simply running a wire to your home from a nearby **phone** pole or the green utility terminal in the back yard. The line is connected to a **phone** system junction box, called the network interface, interface jack or net pop, which is usually in the basement, utility room or outside rear wall of a home.

Connecting your home **phones** to the network interface is two-pair D-station wire, or station wire for short, the white **phone** cord now found in most homes (if you have an older type of **phone** wire, you'll have to replace it with station wire). Fortunately, station wire is already set up to handle two lines. Each **phone** line requires two cords, and station wire contains four conducting cords, each coated in a...

...green, yellow and black) for easy recognition.

Once the second line is installed from the **telephone** pole, the installer will identify for the homeowner which pair of colored wires is for each **phone** line (say red and green for the old line and yellow and black for the new line). The homeowner can then use the correct pair to hook up the second **phone**.

Installation of additional station wire and **phone** jacks will then depend on the new **phone** system layout the homeowner chooses. For example, if the second **phone** will sit on your desk right next to the old **phone**, the only installation needed will be splitting the station wire under the desk and running...

...sets of line to separate jacks.

If you're going to use a two-line **phone** (see equipment, below), you wouldn't even have to split the line. You would simply...

...hooked up correctly (red to red, etc.) in the wall jack and plug in the **phone**.

But if you are planning to run a separate and completely new **phone** line to one or more rooms, you'll need to do a little wiring work.



Make sure you have plenty of station wire and enough modular **phone** jacks. Such equipment is available at places like the AT&T **Phone** Centers and Radio Shack as well as in local hardware stores and corner drug stores...

...to reach the new destination.

At the destination point, you'll need to install a **phone** jack. They are available in a number of shapes and sizes, including the more common...

...equipment.

One good source for more information on installation procedures is AT&T's "The **Telephone** Book," a guide for the do-it-yourselfer. It sells for \$5 at AT&T **Phone** Centers.

The cost of installation is relatively low. With Illinois Bell, there is no charge...

...account billing cost, however-see below).

If a homeowner prefers, he or she can have **phone** companies such as Illinois Bell run the wiring and install the jacks inside the home...

...according to Potter, is about 15 minutes.

In addition to Illinois Bell and other regional **phone** companies, many other private firms will install a second **phone** line (for a list of such firms, check the Yellow Pages under "**Telephone** Equipment & Systems").

There are other initial costs to a second **phone** line.

For example, to set up an account for a second **phone** line, Illinois Bell charges ...in with the first line.

To establish a separate monthly billing statement for the second **phone** line, Bell charges a one-time fee of \$55. The separate statement makes better sense...

...tax purposes or for reimbursement from an employer.

#### Equipment

Depending on your new two-line **phone** system layout, new **phone** equipment-such as two-line **telephones** and answering machines-may also be necessary.

There is an abundance of hardware available for two-line homes.

For example, to keep two separate **phones** off your desk, you may want a two-line **phone**, available from an array of manufacturers. Low-end two-line **phones** are available for as little as \$60. Start adding features such as intercoms, memory, etc...

...go well into the hundreds of dollars.

If you like to roam, cordless two-line **phones** are also popular and can be purchased for as little as \$160.

There are even...

...systems. Radio Shack has a model that while answering the first line will ask a **caller** on the **second** line to call back. It **sells** for about \$139.

There are ways of getting around purchasing new **phone** equipment.

For example, if two separate wall jacks are installed, the equipment installation may be as easy as plugging a separate **phone** into each jack.

But that again means two **phones** on one desk. And you would need two answering machines to cover both lines.

Some...

...Radio Shack for \$21.95. This device automatically switches a call coming in off either **phone** line to one single-line answering device (a **phone** or answering machine).

For example, it would allow an answering machine to answer either Line...

...three-way jack, available from Radio Shack for about \$7 and up, takes a single **phone** jack and splits it into three: a combination of Line 1 and 2 and separate lines for both.

You could put a **phone** machine on the combined line and separate **phones** on the separate lines.

- A two-line controller, also available from Radio Shack for \$34.95.

This device will turn your single-line **phone** into a two-line **phone** , thanks to an A/B switch. It has a status indicator to let you know...

...well as a hold button to put callers on hold.

#### Features

There are also numerous **phone** company features that greatly enhance your two-line system.

A feature geared specifically to multiline...

...several features including Intercom Calling, which allows family members to communicate through a home's **phones** ; Call Hold, which allows you to put someone on hold; Call Transfer, in which calls...

...which you can answer a ringing line from another line elsewhere in the house; and **Conference Calling** , which allows the addition of a third party to any call.

Even the old standby Illinois Bell services can enhance a two-line **phone** system. Call Waiting can turn a two-line system into a three- or four-line ...

20/3,K/13 (Item 1 from file: 633)

DIALOG(R)File 633:Phil.Inquirer

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08235057

#### FOR AT&T, A NEW DISCOUNT PROGRAM

Philadelphia Inquirer (PI) - TUESDAY August 22, 1995

By: FROM INQUIRER WIRE SERVICES

Edition: FINAL Section: BUSINESS Page: C08

Word Count: 372

TEXT:

...card service.

AT&T's plan, called "True Reach Savings," comes three weeks after rival **MCI** Communications Corp., the second-largest long-distance **phone** company, said that it would lower the discounts for new customers of its flagship **New Friends & Family** " plan.

...T's new plan, consumers who spend less than \$25 a month on long-distance **phone** bills will get a 10 percent discount. Customers who spend more than

\$25 will get a 25 percent discount. Those savings roughly match the new discount plan at **MCI** .

But earlier this year, both AT&T and **MCI** offered greater savings, up to 30 percent off, for customers who spent more than \$50...

... Reach Savings" plan applies to domestic long-distance calls, cellular long-distance calls, directory assistance, **conference calls** , operator-handled calls, calling-card calls and True Connections 500 service.

The company's move...

... the industry and a shift toward packaging long-distance with other services, such as cellular-**phone** service or access to the Internet. AT&T said last week it would begin to offer Internet access, while **MCI** this month launched an on-line joint venture with Rupert Murdoch's News Corp. that...

...closed up \$1.375, at \$53.50, in heavy trading yesterday on the NYSE. The **market** was also reacting to a story in the Wall Street Journal, which said AT&T is preparing to reenter the \$90 billion-a-year local-**telephone market** .

Sprint said it wouldn't follow AT&T and **MCI** 's cue in lowering the discounts it offers with its flagship "Sprint Sense" program. Sprint...

AT&T Corp ; Bear Stearns & Co ; **MCI** Communications Corp ; News Corp ; Rupert Murdoch ; Wall Street Journal

20/3,K/14 (Item 1 from file: 638)  
DIALOG(R)File 638:Newsday/New York Newsday  
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08836183

**COVER STORY / Small Wonders. SIDEBARS: 1) Splitting Frequencies. 2) A Battleground for Technologies (see end of text)**  
Newsday (ND) - Sunday December 1, 1996  
By: Richard J. Dalton Jr. STAFF WRITER  
Edition: ALL EDITIONS Section: MONEY & CAREERS Page: F08  
Word Count: 3,014

TEXT:

IF YOU'RE already confused by the cacophany of offers from long-distance **telephone** companies, get ready for the rapidly changing world of cellular service.

Last month, Omnipoint Communications...

...will also offer PCS in the New York area next year.

The souped-up cell **phones** promise a raft of **new** services, including **caller** ID, voice mail with a "**message** waiting" indicator, e-mail and fax capability. The **phones** are available in electronics, office, and department stores and directly from carriers.

PCS providers are...

...and longer battery life.

And if you think you don't have to worry about **wireless phones** because you're not one of those hot shots who cinch up multimillion-dollar deals...

... service for emergencies and convenience, not just for business. More than 38 million Americans use **wireless phones** , and half put the **phones** to personal use, according to the Washington-based Cellular

Telecommunications Industry Association.

By forcing down...

... must decide whether to stick with their current, analog service, which often provides a free **phone**, or switch to PCS, which requires **phones** starting at \$150. Consumers also must choose a carrier. In doing so, they're choosing among technologies, some of which are more widely available than others.

As cell-**phone** users mull over their choices, they can expect a flurry of advertising pitches from new...

... prices straight down into the ground over the next year," Kagan said. The average cellular **phone** bill, which the industry says is nearly \$49 a month, could be cut in half...

... technology brings call screening to the wireless world with the introduction of caller ID. The **phones** also can display text messages on an LCD display. Messages could be news or traffic...

...voice mail messages only to discover there are none.

"On PCS, once you turn the **phone** on, it pops up and (indicates that) . . . you have two new messages," said Steven Smith...  
...been eliminated, but PCS users will have to lay out \$150 or more for a **phone**. Analog users, on the other hand, are still locked into contracts that include monthly payments...

... its victims, is no small problem. Criminals have cloned as many as 40,000 cellular **phone** numbers in cases around the country. In July, two Brooklyn men were arrested for allegedly... come from the digital technology, which increases call capacity by sharing a given frequency among **several callers**. PCS also places the cell sites closer together and operates at a lower power, so **phone** batteries will last longer.

Todd Kauftheil, a salesman with Nobody Beats the Wiz in Huntington, said batteries on **phones** using PCS will last through three hours of conversations, or up to 50 hours on standby. AT&T says batteries in **phones** on standby will last two to three times longer on PCS than on analog.

But...

... hoping to gain an edge by offering integrated billing, in which calls from a cellular **phone**, home office and calling card would appear on an American Express bill. The company might...  
...he said.

But, remember that all of these "free" services come with a cost: the **telephone**.

Certain customers will be willing to pay for the **phones** to get the added services, said Smith, the CTP sales manager. But "every Joe Schmoe...

...to buy this right now," he said.

"For the low-call person who wants a **phone** for emergencies or an occasional **phone** call . . . they might not want to spend X amount of dollars for the **phone**," he said.

Of course, consumers can always wait until the cost of the **phone** drops.

"It won't be long before they'll be giving away **phones**," Kagan said. "You have to wait till it reaches a critical mass." Meanwhile, in the...

... long way since 1946, when AT&T connected a mobile radio system to a public **telephone** network. In that system, 25 cities each had one high-power transmitter that covered a...

...to adding more lanes to a one-lane highway. PCS splits a given frequency among **many callers**, said Francesca Dea, a spokeswoman for the Cellular Telecommunication Industry Association.

"If you have only... access, which sends the fragments over one frequency. The frequency is shared by up to **three callers**. The fragments are lined up in order, so your handset only picks up those intended...

... if you choose one carrier, you generally wouldn't be able to use your cellular **phone** in an area that doesn't have your carrier's technology. Callers using any technology can talk with customers using any PCS technology or old-fashioned analog **phones**. But, while traveling, CDMA customers must use a CDMA carrier.

Many markets will have several...

...TDMA service or traditional analog.

#### PERSONAL COMMUNICATION SERVICES

Here's a look at advanced cellular **phone** services that have arrived in the New York area or are on the way.

Omnipoint...

#### CAPTION:

Chart- Personal Communications Services. Here's a look at advance cellular **phone** services that have arrived in the New York area or are on the way (see...

... a corporate sales manager at CTP Wireless Solutions Inc., with the latest in digital cell **phones** that offer a variety of personal communications services. 2) Newsday Color Cover Photo by John Keating- (Cellular **telephone**.)

DESCRIPTORS: COVER; **TELEPHONE**; SERVICE; LIST; INFORMATION; CELLULAR **TELEPHONE**; PERSONAL COMMUNICATIONS SERVICES; PCS

20/3,K/15 (Item 1 from file: 702)

DIALOG(R)File 702:Miami Herald

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09279137

#### AGENDA

Miami Herald (MH) - Monday, October 6, 1997

By: Herald Staff

Edition: Final Section: Business Monday Page: 30BM

Word Count: 2,223

... Greater Chamber of Commerce: ``Forum 97: Meeting the Challenges of the New Millennium Seminar and **Teleconference** .'' When: Thursday, 7:30 a.m.-1:45 p.m. Where: Miami Dade Community College...Cost: Free. Call: (305) 598-7292.

Building Owners and Managers Association: ``Competing in the Box-**Marketing** for the New Millennium with **speaker** Edgar Jones Jr.''' When: Wednesday, 11:30 a.m. Where: The Rusty Pelican Restaurant, Key...week before publication and must include the full address of the meeting place and a **telephone** number for verification.

20/3,K/16 (Item 1 from file: 713)

DIALOG(R)File 713:Atlanta J/Const.

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08116001

**OKLAHOMA BOMBING: THE AFTERMATH Move to scrap ban on assault weapons hits roadblock**

Atlanta Constitution (AC) - Wednesday, April 26, 1995

By: Julia Malone STAFF WRITER in Washington and Kathey Alexander STAFF WRITER in Atlanta

Section: NATIONAL NEWS Page: A/10

Word Count: 461

TEXT:

In a **conference call** to reporters, Barr insisted the delay had nothing to do with statements by some Democrats...

...spokesman for the 3.5 million-member organization.

NRA chief lobbyist Tanya Metaksa conveyed that **message** by **telephone** to House **Speaker Newt** Gingrich (R-Ga.) on Monday, Wyld said. The NRA still wants the gun ban lifted...

20/3,K/17 (Item 1 from file: 725)

DIALOG(R)File 725:(Cleveland)Plain Dealer

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09052123

**GREEN WITH ENVY OVER DUBLIN GUEST**

Plain Dealer (Cleveland) (PD) - Friday, February 21, 1997

By: Mary Strassmeyer MARY, MARY

Edition: FINAL / ALL Section: SCENE & HEARD Page: 7B

Word Count: 624

... the whole thing yet, but hope it doesn't sound like a four-cassette obscene **phone call**."

IT HAD TO BE ... The first "Rock 'n' Roll Business Seminar," designed to energize...

...will talk about honesty and business ethics. The "Business Gorilla" will discuss new gorilla-like **marketing** tactics. In addition, **several speakers** will discuss other **new** business techniques.

The seminar is open to all. Cost is \$100 per person and includes...

20/3,K/18 (Item 2 from file: 725)

DIALOG(R)File 725:(Cleveland)Plain Dealer

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08021151

**LONG-DISTANCE PHONE WAR ESCALATES DISCOUNT PLANS FROM AT&T, MCI, SPRINT TRYING TO RING UP YOUR BUSINESS**

Plain Dealer (Cleveland) (PD) - Saturday, January 21, 1995

By: EDMUND L. ANDREWS NEW YORK TIMES

Edition: FINAL / ALL Section: NATIONAL Page: 1A

Word Count: 688

**LONG-DISTANCE PHONE WAR ESCALATES DISCOUNT PLANS FROM AT&T, MCI, SPRINT TRYING TO RING UP YOUR BUSINESS**

TEXT:

...never seen anything quite like it.

Industry experts estimate that at least 25 million residential **telephone** customers switched carriers last year - and in some cases switched again - as consumers groped for...

... grown wilder, and more bewildering, in recent weeks. Mud-wrestling for customers, AT&T and **MCI** are calling each other liars in a war of television and newspaper ads in which...

...accurately calculate your calling habits, you may find that you save the most money with MCI 's **New Friends and Family** " plan.

If you are among the tens of millions of people whose long-distance bills...

... by switching to one of the smaller cut-rate carriers that compete with AT&T, **MCI** and Sprint.

Over the last year, AT&T, **MCI** and Sprint have been promoting ever-more generous discounts for people who make a lot...

... and \$75 checks to switch to - or remain with - their long-distance services.

Long distance **phone** war escalates Long distance **phone** companies battle to ring up your business Long-distance firms go extra yard CARRIERS

1...

...plan.

But many customers of the Big Three don't have that option. AT&T, **MCI** and Sprint, which together serve about 90 percent of the **market** , offer no discounts to people whose bills are less than \$10 a month. In the...

...Someone is paying for all those \$50 checks from AT&T that go out to **MCI** customers," said Danny Briere, president of Tele-Choice Inc., the Verona, N.J., consulting firm...

...And these are probably the people who can't afford to make a lot of **phone** calls and therefore qualify for those cheaper plans."

Briere, whose firm conducted an extensive analysis...

...the Big Three.

Scores of little-known companies around the country can be cheaper for **many callers** , he said.

These alternative carriers - two of the biggest are LDDS Communications of Jackson, Miss...

DESCRIPTORS: **TELEPHONE SERVICES**

20/3,K/19 (Item 1 from file: 710)  
DIALOG(R) File 710:Times/Sun.Times(London)  
(c) 2000 Times Newspapers. All rts. reserv.

07463038

Phone **farrago; Inns and Outs; Law**  
Times of London (TL) - Tuesday, April 6, 1993  
By: Scrivenor  
Section: Features  
Word Count: 81

Phone **farrago; Inns and Outs; Law**

TEXT:

THE Solicitors' Complaints Bureau is protesting to British Telecom about the **telephone** arrangements for its recent move to Leamington Spa (Scrivenor, March 30). It turns out that although the bureau had made arrangements for a BT answer-**message** to give **callers** the **new** number, **many callers** either got the unobtainable tone or were left hanging on unanswered.

"This was because we...

Set	Items	Description
S1	3	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	46174	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON- E?
S3	412	CONFERENCECALL? OR CONFERENCE()CALL? OR TELECONFERENC? OR - (THREE OR FOUR OR MULTIPL? OR SEVERAL OR MANY OR PLURAL?) () (S- PEAKERS OR CALLERS?)
S4	378844	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	3385	(SECOND? OR NEW? OR THIRD()PART? OR ADDITIONAL? OR LATER?)- (3N) (CALLER? OR FRIEND? OR REFERAL? OR REFERRED? OR SPEAKER?)
S6	0	S1 AND S2
S7	1	S2 AND S3 AND S4 AND S5
S8	2	S3 AND S4 AND S5
S9	266	S4 AND S5
S10	19	S9 AND (S2 OR S3)
S11	12	MCI AND FRIENDS(2N) FAMIL?
S12	8	S11 AND S4
S13	24	S12 OR S7 OR S8 OR S10
S14	23	RD (unique items)
S15	22	S14 NOT PY>1997
S16	22	S15 NOT PD>971209

File 473:Financial Times Abstracts 1998-2000/Oct 26

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File 474:New York Times Abs 1969-2000/Oct 26

(c) 2000 The New York Times

File 475:Wall Street Journal Abs 1973-2000/Oct 26

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16/3,K/1 (Item 1 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

07539319 NYT Sequence Number: 741698970822

**STRESS TAX MESSAGE, GINGRICH TELLS PARTY**

Associated Press

New York Times, Col. 4, Pg. 16, Sec. A

Friday August 22 1997

**STRESS TAX MESSAGE, GINGRICH TELLS PARTY**

**ABSTRACT:**

House **Speaker Newt** Gingrich tells Republican colleagues in unconventional **telephone conference call** today that they should take their cue from Pres Clinton and stress party's **message** of tax cuts and balanced budget (S)

PERSONAL NAMES: Gingrich, **Newt** (**Speaker** ); Clinton, Bill (Pres)

16/3,K/2 (Item 2 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

07054992 NYT Sequence Number: 025313950309

**NO. 2 HOUSE DEMOCRATS FILES A NEW CHARGE AGAINST GINGRICH**

New York Times, Col. 3, Pg. 20, Sec. A

Thursday March 9 1995

**ABSTRACT:**

Rep David E Bonior, Democratic whip, files new ethics acomplaint against House **Speaker Newt** Gingrich for promoting toll-free **telephone** number on House floor to **sell** tape recordings of college course he teaches; photo (S)

PERSONAL NAMES: SEELYE, KATHARINE Q; BONIOR, DAVID E (REPR); GINGRICH, **NEWT** (**SPEAKER** )

16/3,K/3 (Item 3 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

07031936 NYT Sequence Number: 086410950728

**AT&T SENDS A MESSAGE OT WASHINGTON, PERSON TO PERSON**

New York Times, Col. 3, Pg. 4, Sec. D

Friday July 28 1995

**AT&T SENDS A MESSAGE OT WASHINGTON, PERSON TO PERSON**

**ABSTRACT:**

...to delay House vote on sweeping bill to deregulate communications industry; House Republicans, prodded by **Speaker Newt** Gingrich, modified bill to let Baby Bell regional **phone** companies enter \$70 billion long-distance **market** far more quickly than AT&T and other long-distance carriers would like; AT&T...

DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; LOBBYING AND LOBBYISTS;

LAW AND LEGISLATION; REGULATION AND DEREGULATION OF INDUSTRY

PERSONAL NAMES: ANDREWS, EDMUND L; GINGRICH, **NEWT** (**SPEAKER** )

16/3,K/4 (Item 4 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

06828276 NYT Sequence Number: 079820940125

**BANISHING THE BUSY SIGNAL**

New York Times, Col. 3, Pg. 1, Sec. B  
Tuesday January 25 1994

**ABSTRACT:**

**Telephone** busy signal is gradually being eliminated from array of forces ranging from technology of call...

...sharp expansion in automated answering systems like voice mail; critics of new technology of voice **messaging** say its labyrinth of options and mailboxes are simply a **new** wasteland where **callers** and **messages** can drift and get lost more easily than ever (M)

DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; AUTOMATION; VOICE MAIL

**16/3,K/5 (Item 5 from file: 474)**

DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

06778711 NYT Sequence Number: 033545940811

**NYNEX RAISES THE UNLISTED PHONE WINDOW A BIT**

New York Times, Col. 2, Pg. 1, Sec. A  
Thursday August 11 1994

**NYNEX RAISES THE UNLISTED PHONE WINDOW A BIT**

**ABSTRACT:**

Nynex Corp, regional **telephone** company with more than two million residential customers in New York State, will **market new** system, under which **callers** may reach those with unlisted numbers in Bronx and Westchester County by leaving taped **message** with directory assistance; service will be free for three-month period, after which \$1 will be charged for each **message** ; those with unlisted numbers will have option of refusing incoming **message** , or all future **messages** (M)

DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; NEW MODELS, DESIGN AND PRODUCTS; **MARKETING** AND MERCHANDISING; RECORDINGS (AUDIO)

**16/3,K/6 (Item 6 from file: 474)**

DIALOG(R)File 474:New York Times Abs  
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06574608 NYT Sequence Number: 090204930728

**FTC SETS NEW RULES ON '900' SERVICES**

New York Times, Col. 6, Pg. 1, Sec. D  
Wednesday July 28 1993

**ABSTRACT:**

Federal Trade Commission imposes tough, new **advertising** restrictions on companies that engage in **telephone** sales over '900'-number networks that charge **callers** fee; **new** rules, aimed at misleading and even fraudulent promotions, will force companies that provide '900' services...

...disclose prices in unusual detail, and will give customers new opportunities to dispute charges on **phone** bills; described (M)

DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; **ADVERTISING** ; MISLEADING AND DECEPTIVE **ADVERTISING** ; CONSUMER PROTECTION; FRAUDS AND SWINDLING; **MARKETING** AND MERCHANDISING

**16/3,K/7 (Item 7 from file: 474)**

DIALOG(R)File 474:New York Times Abs  
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06537353 NYT Sequence Number: 029289931210

TELEPHONE THREAT AFTER BLAST IS PLAYED AT WORLD TRADE CENTER BOMBING TRIAL

BERNSTEIN, RICHARD

New York Times, Col. 1, Pg. 3, Sec. B

Friday December 10 1993

TELEPHONE THREAT AFTER BLAST IS PLAYED AT WORLD TRADE CENTER BOMBING TRIAL

ABSTRACT:

Prosecution plays taped **message** left by unidentified **caller** to 'News Tips' line of Daily News on Feb 27, day after bomb ripped through five floors...

...newspaper on March 1 or 2; envelope contained a letter, typed in English, that, like **telephone message** to Daily News, took responsibility for the blast (L)

16/3,K/8 (Item 8 from file: 474)

DIALOG(R)File 474:New York Times Abs

(c) 2000 The New York Times. All rts. reserv.

06285961 NYT Sequence Number: 000000920608

**MCI IS GOING TO A WEDDING**

New York Times, Col. 4, Pg. 8, Sec. D

Monday June 8 1992

**MCI IS GOING TO A WEDDING**

ABSTRACT:

**MCI** Communications Inc to run ads featuring wedding of Jim Sloat and Laura Musser; Sloat, a graduate student at Duke University, wrote to **MCI** president and chief executive Bert C Roberts Jr praising **MCI** 's 'Friends & Family ' program and inviting Roberts to the wedding (S)

COMPANY NAMES: **MCI** COMMUNICATIONS CORP

DESCRIPTORS: **ADVERTISING** ; WEDDINGS AND ENGAGEMENTS

16/3,K/9 (Item 9 from file: 474)

DIALOG(R)File 474:New York Times Abs

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06268260 NYT Sequence Number: 916161920315

**EMBOLDENED PHONE COMPANIES ARE PUSHING THE FRILLS**

ANDREWS, EDMUND L

New York Times, Col. 1, Pg. 8, Sec. 3

Sunday March 15 1992

**EMBOLDENED PHONE COMPANIES ARE PUSHING THE FRILLS**

ABSTRACT:

All About column profiles efforts of **telephone** companies to increase sales of **new** features, such as **Caller** ID and Call Blocking; notes that while basic residential service is growing at only about 3.5 percent year, **market** for new features is growing by 25 percent year; says in 1992, new services are expected to generate \$300 million in revenue for **phone** companies; photos; chart on **telephone** services (M)

DESCRIPTORS: **TELEPHONES** ; INDUSTRY PROFILES; NEW MODELS, DESIGN AND PRODUCTS

16/3,K/10 (Item 10 from file: 474)

DIALOG(R)File 474:New York Times Abs

(c) 2000 The New York Times. All rts. reserv.

06266123 NYT Sequence Number: 892653920312  
NEW YORK STATE APPROVES CALLER-IDENTIFICATION SERVICE  
RAMIREZ, ANTHONY  
New York Times, Col. 1, Pg. 1, Sec. D  
Thursday March 12 1992

NEW YORK STATE APPROVES CALLER-IDENTIFICATION SERVICE

ABSTRACT:

New York State regulators approve request by New York Telephone Company to introduce caller identification; telephone companies have long marketed service as a deterrent to obscene telephone calls, but consumer advocates fear it will allow corporations to increase 'junk mail' and 'junk calls' by telemarketers; Public Service Commission attaches several conditions, including giving callers the ability to mask their identities...

COMPANY NAMES: NEW YORK TELEPHONE CO  
DESCRIPTORS: TELEPHONES; PRIVACY, RIGHT OF; PORNOGRAPHY AND OBSCENITY

16/3,K/11 (Item 11 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
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06072680 NYT Sequence Number: 000000910319  
MCI COMMUNICATIONS LETS OTHER SHOE DROP  
New York Times, Col. 4, Pg. 19, Sec. 4  
Tuesday March 19 1991

MCI COMMUNICATIONS LETS OTHER SHOE DROP

ABSTRACT:

Advertising column reports MCI Communications has launched second part of its 'Friends and Family' ad campaign prepared by Messner Vetere Berger Carey Schmetterer; explains plan allows MCI customers to submit list of up to dozen friends and relatives and receive 20% discount...

COMPANY NAMES: MESSNER VETERE BERGER CAREY SCHMETTERER; MCI  
COMMUNICATIONS CORP  
DESCRIPTORS: AD CAMPAIGNS; PROMOTIONS (MARKETING TECHNIQUE); TELEPHONES  
; ADVERTISING (TIMES COLUMN)

16/3,K/12 (Item 12 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

05526879 NYT Sequence Number: 070145890414  
OUR TOWNS  
KING, WAYNE  
New York Times, Col. 1, Pg. 1, Sec. 2  
Friday April 14 1989

ABSTRACT:

Our Towns column on New Jersey Bell's test marketing of new electronic aid called Caller ID, which displays telephone number of caller before recipient of call picks up (M)

COMPANY NAMES: NEW JERSEY BELL TELEPHONE CO  
DESCRIPTORS: TELEPHONES; MARKETING AND MERCHANDISING; SECURITY AND  
WARNING SYSTEMS; CONSUMER PROTECTION; NEW MODELS, DESIGN AND PRODUCTS

16/3,K/13 (Item 13 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

04779631 NYT Sequence Number: 243865860410  
**BOMB SCARE INTERRUPTS GOTTI TRIAL; FIGURE IN ANOTHER CASE IS BLAMED**  
BUDER, LEONARD  
New York Times, Col. 4, Pg. 8, Sec. 2  
Thursday April 10 1986

**ABSTRACT:**

Jury selection in Federal racketeering trial of John Gotti and six others is interrupted after **telephoned** bomb threat forces evacuation of Federal Courthouse; **caller** is **later** identified as hospitalized mental patient, Alexander J Galka, who was brought into courthouse for sentencing  
...

**DESCRIPTORS:** CRIME AND CRIMINALS; BOMBS AND BOMB PLOTS; ORGANIZED CRIME;  
THREATS AND THREATENING **MESSAGES** ; RACKETEERING AND RACKETEERS

**16/3,K/14 (Item 14 from file: 474)**  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

04570412 NYT Sequence Number: 134740851106  
**LETTERS: THE MESSAGE ORTEGA TOOK BACK HOME**  
LAMARCHE, GARA  
New York Times, Col. 3, Pg. 26, Sec. 1  
Wednesday November 6 1985

**LETTERS: THE MESSAGE ORTEGA TOOK BACK HOME**

**ABSTRACT:**

...October 26 article recounting Nicaraguan Pres Daniel Ortega Saavedra's appearance before American supporters in **New** York, where **several speakers** endorsed recent suspension of civil liberties in country

**16/3,K/15 (Item 15 from file: 474)**  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

04560958 NYT Sequence Number: 050522851003  
**A 2D SOVIET HOSTAGE IS REPORTED DEAD, AND NEW THREATS ARE MADE**  
New York Times, Col. 1, Pg. 14, Sec. 1  
Thursday October 3 1985

**ABSTRACT:**

...and there are unconfirmed reports that second hostage has been killed; discovery comes as anonymous **caller phones** Western **news** agency and says that unless all Soviet officials leave by October 4, embassy will be...

**DESCRIPTORS:** HOSTAGES; KIDNAPPING; FOREIGN SERVICE; MURDERS AND ATTEMPTED  
MURDERS; THREATS AND THREATENING **MESSAGES**

**16/3,K/16 (Item 16 from file: 474)**  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

00916759 NYT Sequence Number: 034595791013  
**Ahmet Benler, son of Ozdemir Benler, Turkey's Ambassador to Netherlands, is shot and killed in The Hague. Anonymous telephone callers to French news agency in The Hague and UPI in Beirut claim responsibility for attack on behalf of guerrilla group Justice Commandos of Armenian Genocide (S).)**  
United Press International  
New York Times, Col. 4, Pg. 8  
Saturday October 13 1979

...Ozdemir Benler, Turkey's Ambassador to Netherlands, is shot and killed in The Hague. Anonymous telephone callers to French news agency in The Hague and UPI in Beirut claim responsibility for attack on behalf of ...

...DESCRIPTORS: DIPLOMATIC CORPS AND CONSULAR OFFICES; GENOCIDE; MURDERS AND ATTEMPTED MURDERS; POLITICS AND GOVERNMENT; SHOOTINGS; THREATENING MESSAGES (BY LETTER, TELEPHONE ETC)

16/3,K/17 (Item 17 from file: 474)  
DIALOG(R)File 474:New York Times Abs  
(c) 2000 The New York Times. All rts. reserv.

00124450 NYT Sequence Number: 050045700513  
Standard Oil Co (Ohio) announces that subsidiary BP Oil has asked US Dist Ct for declaratory judgment cutting price paid for properties purchased from Sinclair by \$35.37-million; BP Oil, which was acquired last yr by Standard, had agreed to buy properties for about \$400-million from Atlantic Richfield Co; Standard Oil, assuming obligations of BP, has expressed differences of opinion about price; stockholders vote to increase co's capital 15% and sell new shares to friendly investment co, annual meeting, apparently blocking ITT's take-over attempt; officials charge ITT has bought shares in open mkt; ITT denies charge;)

New York Times, Col. 7, Pg. 62  
Wednesday May 13 1970

...expressed differences of opinion about price; stockholders vote to increase co's capital 15% and sell new shares to friendly investment co, annual meeting, apparently blocking ITT's take-over attempt; officials charge ITT has...

...COMPANY NAMES: DEPARTMENT STORES INC; ATLANTIC RICHFIELD CO; BRITISH PETROLEUM CO LTD; GENERAL BISCUIT CO (BELGIUM); INTERNATIONAL TELEPHONE & TELEGRAPH CORP (ITT); SINCLAIR OIL CORP AND AFFILIATES; SPARTANS INDUSTRIES INC; STANDARD OIL CO (OHIO)

16/3,K/18 (Item 1 from file: 475)  
DIALOG(R)File 475:Wall Street Journal Abs  
(c) 2000 The New York Times. All rts. reserv.

07022563  
**THINK TANK LINKED TO GINGRICH URGES ELIMINATION OF FCC**  
Wall Street Journal, Col. 4, Pg. 3, Sec. A  
Wednesday May 31 1995

ABSTRACT:

Progress & Freedom Foundation, a think tank with ties to House Speaker Newt Gingrich, proposes eliminating the FCC; under the plan, businesses would own parts of the radio spectrum, selling or leasing them like real estate; drawing (M)

DESCRIPTORS: TELEVISION; **TELEPHONES** AND TELECOMMUNICATIONS; REGULATION AND DEREGULATION OF INDUSTRY

16/3,K/19 (Item 2 from file: 475)  
DIALOG(R)File 475:Wall Street Journal Abs  
(c) 2000 The New York Times. All rts. reserv.

07006555  
**MCI WILL CUT DISCOUNTS IN FRIENDS & FAMILY PLAN**  
Wall Street Journal, Col. 4, Pg. 6, Sec. B  
Friday September 1 1995

**MCI WILL CUT DISCOUNTS IN FRIENDS & FAMILY PLAN**

**ABSTRACT:**

**MCI** Communications Corp plans to cut the size of discounts for certain customers in its flagship **Friends & Family** plan; the move is another indication that a truce has been called in the long...

COMPANY NAMES: **MCI COMMUNICATIONS CORP**

DESCRIPTORS: **TELEPHONES AND TELECOMMUNICATIONS; DISCOUNT SELLING**

**16/3,K/20 (Item 3 from file: 475)**

DIALOG(R)File 475:Wall Street Journal Abs

(c) 2000 The New York Times. All rts. reserv.

06754711

**MCI TO OFFER E-MAIL SERVICE IN CALLING PLAN**

Wall Street Journal, Col. 3, Pg. 3, Sec. B

Friday November 11 1994

**MCI TO OFFER E-MAIL SERVICE IN CALLING PLAN**

**ABSTRACT:**

**MCI** Communications Corp adds extensive electronic-mail features to its **Friends & Family** long-distance discount calling program; enables users with personal computers to send and receive electronic **messages** and transfer them onto greeting cards, faxes and telephone pagers (M)

COMPANY NAMES: **MCI COMMUNICATIONS CORP**

DESCRIPTORS: **NEW MODELS, DESIGN AND PRODUCTS; ELECTRONIC MAIL; TELEPHONES AND TELECOMMUNICATIONS; MARKETING AND MERCHANDISING**

**16/3,K/21 (Item 4 from file: 475)**

DIALOG(R)File 475:Wall Street Journal Abs

(c) 2000 The New York Times. All rts. reserv.

06538060

**AD NOTES**

Wall Street Journal, Col. 5, Pg. 5, Sec. B

Tuesday July 27 1993

**ABSTRACT:**

**Advertising** column reports **MCI** Communications Corp is reuniting the cast of the old 'Star Trek' television show in a commercial for the '**Friends & Family**' discount program (M)

COMPANY NAMES: **MCI COMMUNICATIONS CORP**

DESCRIPTORS: **ADVERTISING ; ENDORSEMENTS; TELEVISION; TELEPHONES AND TELECOMMUNICATIONS**

**16/3,K/22 (Item 5 from file: 475)**

DIALOG(R)File 475:Wall Street Journal Abs

(c) 2000 The New York Times. All rts. reserv.

06261050

**MCI ANNOUNCES A DISCOUNT PLAN FOR SMALL FIRMS**

Wall Street Journal, Col. 6, Pg. 1, Sec. B

Wednesday April 8 1992

**MCI ANNOUNCES A DISCOUNT PLAN FOR SMALL FIRMS**

**ABSTRACT:**

**MCI** Communications Corp unveils new **marketing** plan aimed at small businesses that is similar to its growing **Friends** and **Family** consumer service; new service, called **Friends** of the Firm, will provide small businesses that join plan and call within their circle...

COMPANY NAMES: MCI COMMUNICATIONS CORP

DESCRIPTORS: **TELEPHONES** ; RATES; SMALL BUSINESS



Set	Items	Description
S1	0	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	109073	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON-E?
S3	3076	CONFERENCECALL? OR CONFERENCE()CALL? OR TELECONFERENC? OR - (THREE OR FOUR OR MULTIPL? OR SEVERAL OR MANY OR PLURAL?) () (S-PEAKERS OR CALLERS?)
S4	338179	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	8282	(SECOND? OR NEW? OR THIRD()PART? OR ADDITIONAL? OR LATER?) - (3N) (CALLER? OR FRIEND? OR REFERRAL? OR REFERRED? OR SPEAKER?)
S6	0	S1 AND S2
S7	18	S2 AND S3 AND S4 AND S5
S8	35	S3 AND S4 AND S5
S9	2582	S4 AND S5
S10	743	S9 AND (S2 OR S3)
S11	24	MCI AND FRIENDS(2N) FAMIL?
S12	1	S11 AND S3
S13	3	S11 AND S5
S14	17	S11 AND S4
S15	53	S7 OR S8 OR S12 OR S13 OR S14
S16	53	RD (unique items)
S17	39	S16 NOT PY>1997
S18	39	S17 NOT PD>971209

File 278:Microcomputer Software Guide 2000/Sep  
(c) 2000 Reed Elsevier Inc.

File 634:San Jose Mercury Jun 1985-2000/Oct 24  
(c) 2000 San Jose Mercury News

File 256:SoftBase:Reviews,Companies&Prods. 85-2000/Sep  
(c)2000 Info.Sources Inc

18/3,K/1 (Item 1 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
(c) 2000 San Jose Mercury News. All rts. reserv.

09176016

**SHORTCUT TO MAKING RIGHT CALL LONG-DISTANCE RATES AVAILABLE ON INTERNET**

San Jose Mercury News (SJ) - Wednesday, June 25, 1997

By: TONYA JAMESON, Mercury News Washington Bureau

Edition: Morning Final Section: Business Page: 1C

Word Count: 511

TEXT:

...has been no easy way to find the right deal.

It could be AT&T **pitching** True Savings, or Sprint Sense, or maybe MCI's **Friends** and **Family**, or more than 20 others. They all claim to offer great prices -- and they sometimes...

... the most and other details, and it spits out the right answers -- without a hard **sell** from Candice Bergen.

The answers are based on recent rate filings with the Federal Communications Commission by AT&T, Sprint, **MCI**, Allnet/Frontier and WorldCom. Other companies are expected to join in the future.

The site...

... to consumers going to the Internet to find a great deal," said Brad Burns, an **MCI** spokesman. "(But) **MCI** supports any process that simplifies long-distance calling."

The TRAC computer analyzes the data and...

Action Center ; AT&T ; Consumer Federation of America ; Federal Communications Commission ; LCI ; **MCI** ; Telecommunication Research ; True Savings ; TRAC ; WorldCom

18/3,K/2 (Item 2 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
(c) 2000 San Jose Mercury News. All rts. reserv.

09169017

**PURVEYORS OF X-RATED MATERIAL PLAY THE 'WE'RE-JUST-FOLKS' CARD**

San Jose Mercury News (SJ) - Wednesday, June 18, 1997

By: Associated Press

Edition: Morning Final Section: California News Page: 3B

Word Count: 375

TEXT:

Armed with a we're-just-folks **message**, dozens of dancers, actors and other representatives of the adult-entertainment industry lobbied Tuesday against...

... programs for crime victims, would impose a 5 percent tax on sexually explicit videos, publications, **phone** services and acts. It was scheduled to be considered today by the Senate Revenue and...

... up actresses. The violent films wouldn't be taxed under the Calderon measure, they said.

**Several speakers** at the **news** conference said they owned small, adult-entertainment businesses that would be hurt by the tax...

18/3,K/3 (Item 3 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
(c) 2000 San Jose Mercury News. All rts. reserv.

08766096

**ANGRY WHITE GUYS' SOUND OFF TAKING IT TO THE STREETS: PROFESSIONALS BRING PRO-AFFIRMATIVE ACTION MESSAGE TO ALAMEDA.**

San Jose Mercury News (SJ) - Sunday, September 22, 1996

By: DENNIS ROCKSTROH, Mercury News Staff Writer

Edition: Alameda County Section: Local Page: 1B

Word Count: 357

**ANGRY WHITE GUYS' SOUND OFF TAKING IT TO THE STREETS: PROFESSIONALS BRING PRO-AFFIRMATIVE ACTION MESSAGE TO ALAMEDA.**

... Proposition 209 is supported by Republicans, with California Gov. Pete Wilson leading the way. House **Speaker Newt** Gingrich, R-Ga., earlier this month placed a **conference call** to 60 California business leaders urging them to give money to the effort to pass...

18/3,K/4 (Item 4 from file: 634)

DIALOG(R)File 634:San Jose Mercury

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08764071

**209 SUBTLY TARGETS AFFIRMATIVE ACTION**

San Jose Mercury News (SJ) - Friday, September 20, 1996

By: HALLYE JORDAN, Mercury News Sacramento Bureau

Edition: Morning Final Section: Front Page: 1A

Word Count: 1,910

...616,000 signatures.'

This month, the Los Angeles Daily News reported that Wilson and House **Speaker Newt** Gingrich placed a 'confidential' **conference call** to urge about 60 business leaders to dig into their pockets to support the initiative...other corporations) are thinking about (opposing CCRI), and we just want to send them a **message** that they ought to think twice because the silent majority is gaining their voice,' Connerly...

18/3,K/5 (Item 5 from file: 634)

DIALOG(R)File 634:San Jose Mercury

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08751128

**WILSON, GINGRICH LOBBY FOR CCRI**

San Jose Mercury News (SJ) - Saturday, September 7, 1996

By: RICK ORLOV, Los Angeles Daily News

Edition: Morning Final Section: California News Page: 3B

Word Count: 526

TEXT:

... criticism that they are making Proposition 209 a partisan issue, Gov. Pete Wilson and House **Speaker Newt** Gingrich appealed to corporate interests Friday to back the California Civil Rights Initiative in order...

... the campaign to dismantle government preferences for women and minorities was bipartisan. But in a **conference call** billed as 'confidential' with about 60 corporate leaders, the governor made a blatant appeal for...

...advantage.'

Bill Carrick, Clinton's California strategist, said he was outraged by the Gingrich-Wilson **pitch** because Proposition 209 supporters repeatedly have said that they were pushing a bipartisan campaign.

'This...

... California to keep control of the House,' 'Gingrich, R-Ga., said in the 20-minute **telephone** call to about 60 corporate leaders.

'We could have a swing from plus three to...

...in state and local government employment, education and contracting.

A flier inviting executives to participate **advertised** the **conference call** as 'confidential,' and officials with the Yes on 209 campaign refused to identify any of...

18/3,K/6 (Item 6 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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08563228

**DEATH IN A PUBLIC PLACE ALMOST TWO YEARS AGO, MATT FLORES WAS MURDERED IN BROAD DAYLIGHT IN A SILICON VALLEY PARKING LOT. THE KILLING HAS LEFT A LEGACY OF SUSPICION AND MISTRUST.**

San Jose Mercury News (SJ) - Sunday, March 3, 1996

By: Tom Schmitz

Edition: Morning Final Section: West Page: 20

Word Count: 5,428

... 911!' he yelled. Then, carrying the wallet, he ran to his office to find the **telephone** number of Matt's wife, Denise Flores.

He needed to call her, he would later...

...Matt Flores had been executed.

'Is He OK?'

Denise Flores was in bed when the **phone** rang. She looked at the clock as she reached for the receiver: 8:24.

She...

...Matt's boss, but Matt was at work and she was hardly expecting an early **conference call**. Their 8-month-old daughter was asleep and Denise didn't want her to wake...

... so impressive the firm that had turned down the work asked Matt to design its **new** showroom.

His **friends** and family were also impressed, but not surprised. In the suburbs of East Providence, R... combat vehicles, Flores returned to a conqueror's welcome, complete with television cameras and cheering **friends**. A Providence **news** crew had adopted the Flores family as a way to bring the war home to... some of the earmarks of a mob hit. Might he have been killed as a **message** to his stepfather?

Mauro freely admits to consorting with mobsters during his youth. 'In Rhode... is blissfully unconcerned about personal safety. Companies that strive to destroy each other in the **marketplace** do so amid the mildest of suburban settings, in headquarters that mimic the casualness of...twice in an effort to turn up leads. At least one home was searched. Some **telephone** records were examined to see if any suspicious calls had been placed to Bay Area...every light in the house.

Panicked, Denise ran into the bedroom and grabbed the cordless **phone**. It was dead.

'This is it,' she thought. 'They've finally come to kill me...

18/3,K/7 (Item 7 from file: 634)  
DIALOG(R)File 634:San Jose Mercury

08529067

**PAGE RAGE BEEPERS ARE TRENDY WAY FOR PARENTS TO KEEP TRACK OF KIDS, KIDS TO KEEP UP WITH FRIENDS**

San Jose Mercury News (SJ) - Monday, January 29, 1996

By: MELINDA SACKS, Mercury News Staff Writer

Edition: Morning Final Section: Front Page: 1A

Word Count: 1,555

... electronic pagers are now so popular with teens that the beeps and vibrations of incoming **messages** have become as familiar as the school bell. For today's parents, the pagers are...

...envelopes until the student's parent comes to school to retrieve it.

Yet stores that **sell** pagers increasingly cater to a younger clientele in the Bay Area. Some, like the kiosk...

... service contract. At Citilink in San Jose's Eastridge Mall, even the poster board beeper **advertisements** in the windows feature teens wearing roller blades and cut-offs.

Ultra Express big **seller**

Tony Vu, a sales associate for Citilink, showed off the most popular model, the Ultra Express, which **sells** for \$69.99 (including two months of service, normally \$10 each month). The model gives the wearer five music choices, a memory capable of saving up to 16 **messages**, a display with the time and date, and an alarm clock function.

Of course, the...

...a horoscope for an initial cost of \$300 and a monthly fee of \$39.

'The **message** is,' he said, 'everybody wears one.'

Free-lance television producer Martha Feingold was used to...

...child-related problem. Like the teens, Feingold's baby sitter uses codes to make her **messages** specific.

'I'm out in the field so much it's a much more practical...

... school. I have a code; if it's moderately important Joyce just punches in her **phone** number. If it's an emergency she types in 911. If we go out at...having dinner, or at night just to make sure I'm OK.'

To send specific **messages**, beeper wearers have developed a long list of codes so that their numeric combinations convey a particular meaning beyond 'call me.' Some of the **messages** can be read by turning the numbers upside down, like 07734, which translates into 'HELLO...

... School in Palo Alto, may have reached the heights of current beeper usage with her **conference calls** to girlfriends, who create their own virtual slumber parties. The way it works, **New** said, is a **friend** who has several **phone** lines of her own beeps Caroline. Caroline calls the friend from her cordless **phone**, the friend punches the conference button and calls another girl. As many as 10 girls...

... created a beeper language that comes with the electronic devices, detailing how to send complex **messages** by separating several codes with an \*. The following is a partial list taken from the directory published by Reo Enterprises, a company that **markets** beepers.

(box) 109: Forgot/left behind

(box) 119: Reschedule

(box) 123: Will not arrive

(box) 200: At a pay **phone**

(box) 213: Problem has been handled

(box) 218: Tired of waiting, I'm leaving

(box...

... wallet, '' the code would read out: 12 (personal identification to say who's sending the **message** )\*109\*430.

N

**18/3,K/8** (Item 8 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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08331005

**IMMIGRANTS USING HOT LINES MORE OFTEN CRISIS SERVICES ADAPT TO NEEDS OF  
MANY CULTURES, LANGUAGES**

San Jose Mercury News (SJ) - Monday, November 27, 1995  
By: CAROLYN JUNG, Mercury News Staff Writer  
Edition: Morning Final Section: Local Page: 1B  
Word Count: 1,353

TEXT:

When the **phone** rings at a Bay Area suicide and crisis hot line these days, the odds are...

...language.

Although hot lines don't track the ethnicity of callers, volunteers who staff the **phones** have noticed a slight but steady increase in this group of callers in the past...

Immigrants historically have been among the most hesitant of **callers**, **second** only to the elderly, hot line directors said. In many cultures, particularly Asian and Hispanic...

... trying to accommodate immigrant needs. With meager budgets, many have managed to offer multilingual services, **advertise** in ethnic newspapers and become more sensitive to cultural differences.

In January, San Francisco will...

... call the U.S. Immigration and Naturalization Service to apply for a new visa.

Another **phone** rings. It is a Middle Eastern woman distraught over harassment by a Hispanic man who...

...with the AT&T Language Line, an 800 number that allows for a three-way **conference call** with a translator in any one of 140 languages.

San Francisco is now recruiting volunteers...

DESCRIPTORS: IMMIGRATION SUICIDE **TELEPHONE** SERVICE INCREASE

**18/3,K/9** (Item 9 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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08299069

**THE GREAT WHITE MOPE SHAKEN LIBERALS ARE WONDERING WHAT'S TO BECOME OF THEM**  
San Jose Mercury News (SJ) - Thursday, October 26, 1995  
By: Mark Leibovich, Mercury News Staff Writer

TEXT:

...rights movement that has taken a distinctly separatist bent?

Martin Luther King Jr. championed a **message** of equality and inclusion that inspired a generation of both blacks and whites three decades ago. Today, the **message** has shifted to black self-reliance and independence. Implicit is the idea that whites have...

... says Ralph Whitehead, a professor of journalism at the University of Massachusetts, Amherst. The recent **message** of black empowerment, Whitehead says, 'makes a lot of white liberals wonder if that proposition ...

...of 'New Democrats.' Some of them have become Republicans.

It's also been noted that **many speakers** at the Million Man March emphasized themes that could resonate at a GOP convention: less...

... government, traditional values and personal responsibility. At a speech in Las Vegas on Sunday, House **Speaker Newt** Gingrich spoke of march participants as 'a half-million customers' for 'delivering the poor from ...

... also serves functions, like education, that so many people take for granted.' Implied in the **message** of less government is that it's everyone for himself, says Stouras. It fosters atomization...

18/3,K/10 (Item 10 from file: 634)  
DIALOG(R) File 634:San Jose Mercury  
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08268009

**THE INTERNET GETS A VOICE; NEXT, VIDEO**

San Jose Mercury News (SJ) - Monday, September 25, 1995

By: LEE GOMES, Mercury News Staff Writer

Edition: Morning Final Section: Business Monday Page: 1E

Word Count: 2,507

TEXT:

...a silent collection of words and pictures into a vast global symphony of voices, music, **telephone** conversations and every other sort of sound that's imaginable.

...000 of its free 'player' programs have been downloaded in the last few months alone.

**Telephones**, too, are coming to the Internet. VocalTec Inc., a New Jersey firm, has been providing Internet **Phone**, software that allows people to talk by way of Internet connections. A microphone and PC...

...commercial on-line services.

While currently something of a toy, the idea of an Internet **phone** as a serious application is catching on. For example, Quarterdeck Corp., a Santa Monica software company, will be including Internet **telephone** software in the next version of its Web browser. The company plans on **selling** the system to businesses, who will use it as a low-cost alternative to **conference calls**.

Just like being there

Quarterdeck's Robert Kutnick sees Internet **phones** as an easy way for people in different locations to talk to each other while...

... any longer that the Internet - as opposed to the expensive and

proprietary networks that large **telephone** and cable companies were proposing with great fanfare just a few years ago - will be...

... an interesting technical experiment, could never accommodate precisely the sorts of features - like live, mass **market** audio - that it is now.

The fact that the private networks appear to be dead...its RealAudio the technology standard for Internet audio. In that effort, the firm has a **marketing** head start, the most name recognition and the longest list of customers and users. It...

...RealAudio.

DSP Group Inc. of Santa Clara has TrueSpeech, an extension of its business of **selling** audio compression devices, such as for digital answering machines. And VocalTec, the **phone** company, jumped in the business on Friday.

The business model for all the companies is...

... the one made famous by Netscape Communications Corp.: Give away your product to end users; **sell** the industrial-strength version to companies. As such, all three make their players - basically additions...

...available on their Web pages for free downloading.

But they are all hard at work **selling** their server software, which is needed to put sound out on the Net. As befits any competitive **market**, the four firms all make different competitive claims about the quality of their audio signals...

...on the sound source, is trivial.

Stream of sound

In a sense, using a computer-**telephone** link to hear sounds is nothing new. Bulletin boards and on-line services like America...

... at the listening computer ''just in time'' and immediately put out to the system's **speakers**.

Thus, a few **seconds** after you ask to hear Beethoven's Fifth, you'll start to hear its famous...

...computer files.

What's different now, though, has more to do with a coalescing of **market** trends. For one, most home computers are now equipped with 14,400 bps modems as...could change as early as next year, when cable modems are expected to come to **market**. These devices allow data transmission over unused portions of the existing cable TV coaxial network...

18/3,K/11 (Item 11 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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08264209

#### GINGRICH UNVEILS COST-CONTROL OVERHAUL OF MEDICARE

San Jose Mercury News (SJ) - Thursday, September 21, 1995

By: David Espo, Associated Press

Edition: Stock Final Section: Front Page: 1A

Word Count: 936

TEXT:

...alternatives.

''Our mission is to preserve Medicare, to protect Medicare and to strengthen Medicare,'' House **Speaker** **Newt** Gingrich said at a news



**conference** called to unveil a plan to curtail costs by \$270 billion over seven years.

... that Gingrich said has failed to keep pace with dramatic changes in the private insurance **market** .

The alternatives include HMOs and other managed care programs, with the possibility of rebates for...

**18/3,K/12** (Item 12 from file: 634)  
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08183001

**YOUNG BUSINESS PEOPLE MEET TO DISCUSS GOALS, FRUSTRATIONS**

San Jose Mercury News (SJ) - Sunday, July 2, 1995

By: Associated Press

Edition: Morning Final Section: Professional Careers Page: 1PC

Word Count: 745

... things seem to evolve," said Steve Krajewski, 25, associate editor of Adweek Southwest. Adweek, an **advertising** trade publication, is helping to sponsor the group.

"We're just trying to create an...

... for more balance in their lives than they've seen in baby boomers, acknowledging that **family** , **friends** and fun are just as important - or more so - than what they do during the...

... to make me excel," said Chris Roberts, 24, a business systems analyst-software engineer with **MCI** .

Quality of life also seems important to this age group. Successors organizer Tom Landis, 26...

... them, unlike baby boomers who haven't succeeded as well because of the crowded labor **market** , Hamermesh said.

N

Dell Computer Corp ; Forbes ; **MCI** ; University of Texas at Austin ; Xerox

**18/3,K/13** (Item 13 from file: 634)  
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08049025

**WHAT IS BEST LONG-DISTANCE PLAN FOR YOU?**

San Jose Mercury News (SJ) - Saturday, February 18, 1995

By: Washington Post

Edition: Morning Final Section: Business Page: 1D

Word Count: 849

TEXT:

Baffled over whether to dial for dollars with the cozy **Friends** & **Family** plan? The no-frills Sprint Sense deal? The dependable-sounding True USA Savings package? Or...

... some Americans may be dialing wrong numbers, according to industry analysts who blame the current **marketing** war among long-distance companies for confusing consumers.

...decade.

He says the industrywide scramble to create bells-and-whistles discount

plans for niche **markets** has distracted many ordinary residential callers from money-saving possibilities.

Other low-profile callers get so caught up in the rancorous **advertising** rhetoric of the Big Three carriers -- AT&T, **MCI** and Sprint -- that they put even the most basic decisions about long-distance service on...

...this simple."

Simpler. But cheaper? Teas says comparing Sprint Sense with AT&T's and **MCI** 's plans is like comparing apples with oranges. John Skalko, spokesman for AT&T consumer...

...AT&T says better discounts are coming in April.

But John Donoghue, vice president of **marketing** for consumer **markets** at **MCI** , charges that AT&T's discounts are designed to reach out and confuse someone. "The majority of the **market** is still using AT&T -- industry analysts say about 65 percent," says Donoghue. "The strategy...

...when you're confused, you stay where you are."

Like AT&T's True USA, **MCI** 's **New Friends & Family** plan is volume-based: Customers making \$10 or more a month in calls to anywhere in the United States get a 25 percent discount from **MCI** 's basic rates; more than \$50 a month gets 30 percent off; no fees or minimums. Call other **New Friends & Family** members and receive another 50 percent discount.

To cut through the confusion, Donoghue says **MCI** has started its Proof of Savings program. Consumers can call 800-624-7766 for cost comparisons between **MCI** 's and AT&T's rates for numbers they call often. "**MCI** 's rates are always lower than AT&T's," he says, "and our discounts are...

...a penny less than ours," he says. "AT&T's is 24 cents per minute; **MCI** 's is 23.999 cents."

So what's the bottom line? "The prices are not...

AT&T ; Consumer Federation of America ; **Friends & Family** ; **MCI** ; **New Friends & Family** ; Telecommunications Research & Action Center ; True USA Savings

18/3,K/14 (Item 14 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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08021055

#### HOW CUSTOMERS SEEK TO GET BEST PHONE DEAL

San Jose Mercury News (SJ) - Saturday, January 21, 1995

By: New York Times

Edition: Morning Final Section: Business Page: 2D

Word Count: 604

#### TEXT:

... grown wilder, and more bewildering, in recent weeks. Mud-wrestling for customers, AT&T and **MCI** are calling each other liars in a war of television and newspaper ads in which...

...accurately calculate your calling habits, you may find that you save the most money with **MCI** 's **New Friends and Family** " plan.

(box) If you are among the tens of millions of people whose long-distance ...

... by switching to one of the smaller cut-rate carriers that compete with AT&T, **MCI** and Sprint.

Over the past year, AT&T, **MCI** and Sprint have been promoting ever-more

generous discounts for people who make lots of...

... discount plan -- are seeing their cost per minute go up rather than down.

AT&T, MCI and Sprint offer no discounts to people whose bills are less than \$10 a month.

"Someone is paying for all those \$50 checks from AT&T that go out to MCI customers," said Danny Briere, president of Tele-Choice Inc., the Verona, N.J., consulting firm...

... The Big Three have become even more intent in recent weeks on winning over consumers.

MCI has broadened its "Friends and Family" program, under which customers previously received discounts as high as 40 percent for calls made to people within their designated "calling circles" who were also MCI customers. MCI recently increased the potential discount on "calling circle" calls to 50 percent in its renamed "New Friends and Family" program and adding across-the-board volume discounts deeper than are available through AT&T...

AT&T ; LCI International ; LDDS Communications ; MCI ; New York Times ; Tele Choice Inc

18/3,K/15 (Item 15 from file: 634)  
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08001022

**BELL RINGS FOR ROUND 1 OF PHONE RATE FIGHT 70-PLUS LONG-DISTANCE CARRIERS  
ENTER LOCAL TOLL CALL MARKET**

San Jose Mercury News (SJ) - Sunday, January 1, 1995  
By: DAVID BANK, Mercury News Staff Writer  
Edition: Morning Final Section: Front Page: 1A  
Word Count: 1,779

**...ROUND 1 OF PHONE RATE FIGHT 70-PLUS LONG-DISTANCE CARRIERS ENTER LOCAL  
TOLL CALL MARKET**

And finally, they should prepare to master the arcana of the newly competitive **marketplace**. They need to know the boundaries of their "local service area" and the five-digit...

...Utilities Commission's decision in September to allow competition in the state's \$4 billion **market** for local toll calls. California, which accounts for about 30 percent of all local toll...

...charges.

Indeed, the new discounts for evening and weekend calling -- when residential customers generally call **family** and **friends** -- are much smaller than the decreases given during business hours.

Such details are likely to get lost in the blitz of **advertising** as companies like AT&T, MCI, Sprint and Pacific Bell vie to carry the 10 billion minutes of residential toll calls...states, Pacific Bell is likely to hold on to more than 90 percent of the **market**, simply because most customers won't bother to dial the five-digit codes needed to...

...its existing monopoly toll revenue beyond the reach of its competitors," said Richard Severy of MCI, which has filed a complaint with the commission.

(box) Beware of fraud and false claims...

CAPTION:  
Map, Charts (2)

CHART: MERCURY NEWS

SHOPPING THE PHONE **MARKET**

Competition has come to local toll calling. This chart provides a rough comparison of the...

... residential calls charged by Pacific Bell and the three major long-distance carriers. To access **MCI** dial 10222 first, for AT&T dial 10288 and for Sprint dial 10333, and then...

...cents

...						
AT&T	9.3	6.0	7.1	4.8	5.1	3.6
...						
<b>MCI</b>	8.7	6.0	6.8	4.8	4.8	3.6
...						
Sprint	9.7...					
...AT&T (1)	11.0	9.7	8.5	7.8	6.4	5.8
...						
<b>MCI</b>	10.6	9.7	8.3	7.8	5.9	5.8
...						
Sprint	11.6...					
...5						
...						
AT&T	11.8	10.6	9.0	8.5	6.9	6.4
...						
<b>MCI</b>	11.5	10.6	9.0	8.5	6.5	6.4
...						
Sprint	12.5...					

AT&T ; Better Business Bureau ; California Public Utilities Commission ;  
GTE ; **MCI** ; Pacific Bell ; Service ; Sprint ; Telegen Corp

**18/3,K/16** (Item 16 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07831084

**U.S., CUBA RESTORE DIRECT-DIAL CALLING**

San Jose Mercury News (SJ) - Saturday, November 26, 1994  
By: Fort Lauderdale Sun-Sentinel  
Edition: Morning Final Section: Front Page: 7A  
Word Count: 332

TEXT:

... service to Cuba on Friday afternoon -- and the lines were immediately jammed.

As a result, **many callers** heard busy signals and recordings when they

tried to contact **family** and **friends** in Cuba.

...decades that U.S. residents could call the island directly.

LDDS Communications, AT&T and **MCI** Communications opened direct circuits at 2 p.m. PST, company officials said.

Mark Welton, LDDS **marketing** vice president, tested the system from his home in West Palm Beach, Fla., by placing...

AT&T Cuba ; Federal Communications Commission ; LDDS Communications ; **MCI** Communications

**18/3,K/17** (Item 17 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07815063

**CONSERVATIVES WALK -- AND TALK -- ON AIR AFTER HUGE GOP VICTORY RADIO HOSTS DELIGHT IN DINGING DEMOCRATS**

San Jose Mercury News (SJ) - Thursday, November 10, 1994

By: HOWARD KURTZ, Washington Post

Edition: Morning Final Section: Front Page: 11A

Word Count: 1,069

... a Washington Post columnist and WMAL host, was less than complimentary toward the GOP's **new** House **speaker** : "What do you think Newt Gingrich proposes to do? Snake oil, pure snake oil."

On...

...their president." Rehm replied that "the White House simply was not able to get their **message** out."

National Public Radio sounded a bit like a group-therapy session. Jackie from Massachusetts...

... an outraged Democrat," said Debbie, but "we can eventually get back control of the country."

**Several callers** were distraught about the passage of Proposition 187, which would deny key government services to...

**18/3,K/18** (Item 18 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07809024

**HOW PIRATES USE INTERNET TO STEAL, SPREAD SOFTWARE**

San Jose Mercury News (SJ) - Friday, November 4, 1994

By: ADAM S. BAUMAN, Los Angeles Times

Edition: Morning Final Section: Business Page: 1D

Word Count: 1,034

TEXT:

... paced impatiently in front of a rack of high-speed personal computers, waiting for the **phone** call that would make her a superstar in the pirate underground.

It would come from...

... his PC -- a technique that would keep any record of the call off the company **telephone** bill -- and dialed. Within a few minutes, the program had arrived in Jenny's computer...

...a pirate group.

During the interview, conducted in a suburban home that he shares with **friends** , Mike uploaded a **new** program -- "Lode Runner for Windows" by Sierra Games -- to the Internet from his custom-built computer. He then typed e-mail **messages** to other couriers notifying them of the new game and instructing them to copy it...

... need to talk to each other. One method involves a "beige box," or custom-built **telephone** . The pirate taps into the exterior wiring of an apartment building or house to arrange a **conference call** , possibly involving 20 people or more in several countries, via an AT&T Alliance **Teleconference** operator.

The pirate controls the **conference call** from a pay **phone** . But at the end of the month, the person whose line was tapped receives the...

18/3,K/19 (Item 19 from file: 634)  
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07727022

#### HOW TO BEAT PHONE COMPANIES AT THEIR OWN GAME

San Jose Mercury News (SJ) - Sunday, August 14, 1994

By: DAVID SMITH

Edition: Morning Final Section: Perspective Page: 11

Word Count: 1,637

#### TEXT:

... air conditioners. It wasn't my father calling with news about job prospects. It was **MCI** .

Apparently **MCI** had caught word that we were moving, and they wanted to invite us to ditch our "other long distance carrier" in the process. Willie, my very own **MCI** customer representative, explained that **MCI** was introducing a whole new way to save that was perfect for my long-distance ...

I've worked in **telemarketing** . I've sold tickets to the National Symphony Orchestra. I've sold love for Great...

...on the line.

I kindly explained to Willie that Jennifer and I used to have **MCI** and that each month we checked our phone bill and saw a savings of roughly...

... could I be sure that I would get bigger savings this time? Willie explained that **MCI** had a whole new savings plan, not called just **Friends** and **Family** , which was the old plan, but now called **Friends** and **Family** Two Super-Save; and you save lots of money -- hence the name Super-Save. No...

... but what does it mean? "You see," said Willie, her voice picking up speed, "with **Friends** and **Family** Two Super-Save, for a small monthly fee of \$3, your daytime long-distance rate...

...and you lower my base rate by one cent?"

"Well, no sir," Willie said. "Without **Friends** and **Family** Two Super-Save, you wouldn't actually have a base rate. You would have an average daytime long-distance rate of 26 cents or higher and with **Friends** and **Family** Two Super-Save you would not only get a non-fluctuating base rate of 25 cents, you would get the advantage of **MCI** 's original **Friends** and **Family** , plus an added 20 percent discount on all calls made to **friends** and **family** members who have **MCI** , plus a new 20 percent discount to all **friends** and **family** members who don't even have **MCI** ."

"But Willie," I said, "I have to pay \$3."

calling back Sprint to continue my search...

18/3,K/20 (Item 20 from file: 634)  
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07565016

**CHILDREN QUESTION THE MEDIA HILLARY CLINTON JOINS IN VIA A TELECONFERENCE**  
San Jose Mercury News (SJ) - Saturday, March 5, 1994  
By: BARBARA KOH, Mercury News Staff Writer  
Edition: Morning Final Section: Local Page: 1B  
Word Count: 493

**CHILDREN QUESTION THE MEDIA HILLARY CLINTON JOINS IN VIA A TELECONFERENCE**

Via **teleconference** hookup from Washington, Clinton told some of the nation's top reporters, educators and news...

...stories about children "doing good things."

Fox News President Van Gordon Sauter conceded that violence **sells** . But he also noted it would be "editorially misleading if we adapted the news so ...

... children -- such as Nickelodeon's "Nick News" and ABC's "Answering Children's Questions," some **speakers** said **news** should not talk down to children.

What about the children who protested McDonald's Styrofoam...

18/3,K/21 (Item 21 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07517040

**TO INCREASE YOUR SALES TOMORROW, PAY ATTENTION TO CUSTOMERS TODAY**  
San Jose Mercury News (SJ) - Monday, January 17, 1994  
By: TOM PETERS column  
Edition: Morning Final Section: Business Monday Page: 3D  
Word Count: 784

TEXT:

... Building Relationships One Customer at a Time," Peppers and Rogers brilliantly reconceive the basis for **marketing** .

They urge companies to "turn even the simplest products and services . . . into collaborative ventures with...

... create lasting, impregnable relationships." New technologies, they claim, make it "possible for . . . even the mass **marketer** . . . to assume the role of small proprietor, doing business again with individuals, one at a...

... each gift is scheduled to be delivered, recapping the item, delivery date, recipient and gift **message** .

(box) Send you a preprinted work form with each new catalog, including a list of...

...to high-quality relationship" -- with an emphasis on "share of customer" rather than share of **market** .

Consider traditional packaged-goods **marketing** . "In the mass-**marketing** paradigm, which governs the way Kellogg and nearly every other consumer-products company views its...

... the customers don't," the authors write. "A brand manager's assignment

is to use **advertising** to persuade you and 26.7 million other faceless consumers to buy all the boxes of Frosted Flakes that Kellogg hopes to **sell** this coming quarter. The share-of-customer alternative would be for Kellogg to assign a...

...you will buy in your lifetime."

This shift entails fundamentally altering organization structure. To hold " **marketing** managers in your company responsible for concentrating on share of customer," Peppers and Rogers say, "you must first turn your **marketing** department into a 'customer-management' organization" designed around portfolios of customers arrayed according to expected...

...activities become secondary to the customer-management structure.

The payoff can be enormous. "Increases in **market** share can only be bought and paid for with lower unit margins," Peppers and Rogers...

... who sense Orwell's nightmare come true, there may be good news. The authors urge **marketers** , for their own sake, to protect rather than threaten privacy.

Take **MCI** 's approach to its successful **Friends** and **Family** service: " **MCI** could have combed through its own computerized records of long-distance phone calls by its...

... have launched (the service) this way would . . . have been regarded as invasive by many. Instead, **MCI** invited each customer to initiate a dialogue first (by identifying the members of his or...

18/3,K/22 (Item 22 from file: 634)  
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07336048

**AT&T TO CUT MORE JOBS AUTOMATION MAY ELIMINATE UP TO 4,000 POSTS.**  
San Jose Mercury News (SJ) - Wednesday, December 1, 1993  
By: Associated Press  
Edition: Stock Final Section: Business Page: 11G  
Word Count: 228

...would come on top of those.

The long-distance phone leader is scrambling because rival **MCI** Telecommunications Corp. has wooed away millions of customers, particularly with its **Friends** and **Family** " discount calling plan.

AT&T recently stepped up its consumer **advertising** and launched a new 15 percent discount program for customers who switch back. It is...

18/3,K/23 (Item 23 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07221074

**CORPORATIONS TRY TO BECOME FRIENDS OF THE FAMILY**  
San Jose Mercury News (SJ) - Sunday, August 8, 1993  
By: MURRAY DUBIN, Knight-Ridder News Service  
Edition: Morning Final Section: Living Page: 1L  
Word Count: 986

**CORPORATIONS TRY TO BECOME FRIENDS OF THE FAMILY**

... means; on how you decide what restaurant to choose; on whether men or women call **friends** and **family** more often; on how children persuade parents to buy them what they want.



18/3,K/24 (Item 24 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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07155008

**WILL NEW PARTNERS MCI, BRITISH TELECOM SPEAK THE SAME LANGUAGE?**

San Jose Mercury News (SJ) - Thursday, June 3, 1993

By: Washington Post

Edition: Street Section: Business Page: 1F

Word Count: 348

**WILL NEW PARTNERS MCI, BRITISH TELECOM SPEAK THE SAME LANGUAGE?**

... table in the private club high atop Grand Central Station, Bert C. Roberts, chairman of **MCI** Communications Corp., and Iain Vallance, chairman of British Telecommunications PLC, crossed a cultural divide and agreed on a strategic alliance worth \$4.3 billion to **MCI**.

Though the two companies have been talking on and off for some time, and encountered...

...of the deal had been worked out: BT would buy a 20 percent stake in **MCI** for \$4.3 billion. **MCI** would buy BT's North American operations -- including San Jose-based BT North America, which employs about 1,000 people -- for about \$125 million. And, at **MCI**'s suggestion, the two would form a new company to jointly develop and **market** their services to multinational corporations around the world.

Industry analysts suggest the marriage might be something of a shock to both parties because of their respective cultures. **MCI** is run as a free-wheeling company that strives to retain its entrepreneurial roots; whereas...

... clash," said Daniel Briere, a consultant in Verona, N.J. "BT is a huge bureaucracy. **MCI** is a lean entrepreneurial machine."

But if the theory holds that opposites attract, the deal could be a success in bringing together **MCI**'s street-wise **marketing** skills and BT's more staid international presence and deep pockets.

"We've got a lot to learn from **MCI**," said Alfred T. Mockett, BT's managing director of business communications.

Will **MCI** executives start sounding like their British patrons?

Probably not.

But the arrangement might mean that **MCI**'s long-distance calling program, **Friends** and **Family**, would become "Folks and Blokes," cracked Daniel Akerson, president of **MCI**.

18/3,K/25 (Item 25 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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06713014

**AT&T OFFERS \$50 TO WOO MCI, SPRINT CUSTOMERS**

San Jose Mercury News (SJ) - Friday, July 31, 1992

By: The New York Times

Edition: Street Section: Business Page: 1F

Word Count: 313

**AT&T OFFERS \$50 TO WOO MCI, SPRINT CUSTOMERS**

TEXT:

In the \$29-billion-a-year **market** for long-distance phone service, \$50 seems small. Maybe that's why AT&T can offer some customers of **MCI** and

Sprint \$50 to switch back to AT&T.

"This is unheard of," said Ann Brewer, vice president for residential **marketing** for Sprint.

In various **markets** nationwide, AT&T mails to longtime Sprint or **MCI** customers a bright yellow envelope that reads in bold black letters, "We really meant it..."

... a \$50 check; when it clears, AT&T is authorized to switch the customer from **MCI**, Sprint or other long-distance carrier.

Like **MCI**, AT&T has also sent out checks for \$10 and \$20, while Sprint has also...

... S.G. Warburg Securities, estimates that AT&T spent \$2.62 billion on long-distance **marketing** in 1991, up 55 percent since 1988. That was mainly for television and print **advertising**.

But if it chose to, AT&T has a big enough **marketing** budget to give \$50 to more than half of America, or about 52 million households. That would probably be enough to convert every **MCI** and Sprint customer and reinforce not a few wobbly AT&T customers to boot.

AT...

...spokeswoman said. "But we continue to be interested in the response rate to this promotion."

**MCI**, not surprisingly, says AT&T's \$50 giveaway indicates desperation in the face of **MCI**'s successful **Friends and Family** promotion, where **MCI** customers get 20 percent discounts in return for soliciting friends and relatives to join **MCI**.

18/3,K/26 (Item 26 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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06654001

**SPRINT TO DISCOUNT MOST FREQUENT CALLS**

San Jose Mercury News (SJ) - Tuesday, June 2, 1992

By: Associated Press

Edition: Stock Final Section: Business Page: 5D

Word Count: 185

**TEXT:**

Sprint Corp., the No. 3 player in the long-distance telephone **market**, is offering a discount plan aimed at increasing its share.

The new plan, called "The..."

...Schmieg, president of Sprint's Consumer Services Group.

The strategy appears directed primarily at the "**Friends & Family**" discount plan that **MCI** introduced in March of last year.

Under that plan, **MCI** customers can get a 20 percent discount on calls to up to 20 designated customers who also have **MCI** service. After **MCI** gets the names of people a customer lists as frequent call recipients, it calls those who aren't already **MCI** customers and tries to get them to switch.

The practice has been criticized by AT...

18/3,K/27 (Item 27 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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06335080

**LOOKING TOWARD A HATE-FREE DEC. 7**

San Jose Mercury News (SJ) - Saturday, November 30, 1991

By: MIKE CASSIDY, Mercury News Staff Writer

Edition: Morning Final Section: Local Page: 1B

Word Count: 631

...or so Japanese-Americans were interned in the concentration camps."

Nishisaka was one of 15 **speakers** at a **news conference** called to warn the media against insensitivity in reporting the anniversary of the Dec. 7, 1941...

... for the Advancement of Colored People, said he monitors hatred in the community by reviewing **messages** left at NAACP headquarters.

"In the past few months there have been a number of...

**18/3,K/28 (Item 28 from file: 634)**

DIALOG(R)File 634:San Jose Mercury

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06327235

**HISPANICS DECRY MERCURY NEWS COVERAGE SPEAKERS AT HEARING ANGRILY  
OBJECT TO SERIES ON GANGS**

San Jose Mercury News (SJ) - Friday, November 22, 1991

By: STEVE JOHNSON, Mercury News Staff Writer

Edition: Morning Final Section: Local Page: 1B

Word Count: 919

**HISPANICS DECRY MERCURY NEWS COVERAGE SPEAKERS AT HEARING ANGRILY  
OBJECT TO SERIES ON GANGS**

...of many Hispanics on the issue. We can all use more work in that area."

**Several speakers** recommended setting up a community board to work with the Mercury News to foster more...

... the only way to influence the paper's coverage was to organize a circulation and **advertising** boycott.

Upset over photographs

Many were especially displeased about photographs that accompanied the stories, including...

**18/3,K/29 (Item 29 from file: 634)**

DIALOG(R)File 634:San Jose Mercury

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06266199

**DIAL M FOR MUSIC: 900 LINE OFFERS PERFORMANCE PREVIEWS**

San Jose Mercury News (SJ) - Sunday, September 22, 1991

By: Murry Frymer column

Edition: Morning Final Section: Arts & Books Page: 10

Word Count: 1,191

... minuet. Today, Rudolfi has launched a company based on a new idea -- a 900-number **telephone** service called the Event Preview Line.

It's a sort of audio equivalent of an event listing in a **newspaper**. It provides **callers** with information about entertainment events in the category they select and then plays its trump...

...hear the group, then you could decide.

"It's very much like the way they **sell** perfume now. They tell you about it in the magazine, and then they include a...

...sound bites of rock music but nothing else and no listings," he says. Does the **telephone** do justice to a musical group's sound?

"You can still hear sufficient highs and...

...without much fidelity or nuance.

Reproducing 25 seconds of theater is less demanding on the **phone** speaker but more difficult logistically. Rudolphi admits that "if you have a cast of thousands...

... demand hefty royalty fees for allowing recordings of performances to be disseminated. Even on the **telephone** .

"We just learned that," says Rudolphi, not dismayed. "I guess theater won't be one...

...the caller gets a list, followed by excerpts. By pressing an appropriate number on the **phone** , he or she can jump ahead, or back, to limit the length of the call...

...on. "They are very protective of their material," he says.

Problem 2: There are 35 **seconds** of instructions for **callers** before they can select the category that interests them. That's about 40 cents up ...from his act at the Improv. But the sound on that clip is bad.

How **many callers** does Rudolphi need to make money?

"I figure I can break even on about 30...

18/3,K/30 (Item 30 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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06126189

**TRACKS OF 'WOLVES' INDIANS ARE HOT WITH ADVERTISERS**

San Jose Mercury News (SJ) - Sunday May 5, 1991

By: PATRICK LEE, Los Angeles Times

Edition: Morning Final Section: Business Page: 1E

Word Count: 925

**TRACKS OF 'WOLVES' INDIANS ARE HOT WITH ADVERTISERS**

TEXT:

...Wolves" reflects renewed interest in American Indians, and that interest is starting to influence mainstream **advertising** .

Indian themes and actors have appeared recently in ads for automaker Mazda, fast-food chain Carl's Jr. and long-distance telephone company **MCI** . And interest in using such themes seems to be growing, said Yvonne Paradise, executive director...

... about portrayals of Native American people for commercial purposes. Too often in the past, such **marketing** efforts have relied on offensive stereotypes of Indians.

Companies also have blithely appropriated Indian tribal...

...for commercial gain without permission or compensation.

There is some sign of heightened sensitivity among **advertisers** . When Mazda launched its sports utility vehicle last year, it picked the name Navajo because...

...use of their tribal name on the vehicle or to the ad campaign used to **sell** it. "Normally, when you have a movie or commercial venture of this kind, there are...

... beer. Alcoholism remains a serious problem among many Indian groups. Eventually, Miller decided not to **market** the beer nationally.

More recently, the fast-food chain Carl's Jr. drew criticism for... appear as part of modern American society, not just as historical figures dressed in buckskins.

**MCI** includes one such portrait of a modern Indian family in its "**Family & Friends**" campaign. "We considered them to be part of the fabric of America," said **MCI** spokeswoman Debra Shriver.

Use of American Indians in **advertising** has its perils, said Suzan Shown Harjo, a Cheyenne and Hodulgee Muscogee. "What 'Dances With...

DESCRIPTORS: AMERICAN-INDIAN; **ADVERTISING** ; IMAGE; MOVIE

18/3,K/31 (Item 31 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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05727276

#### **BARN DANCE AT SUNOL WILDERNESS**

SAN JOSE MERCURY NEWS (SJ) - Tuesday, August 14, 1990  
Edition: Alameda County/AM Section: Local Page: 2B  
Word Count: 910

... 7:30 p.m Thursday at the Cedar Glen Townhomes Clubhouse, 5371 Port Sailwood Drive, **Newark** .

Guest **speaker** Joanne Masokowski of the Bay Area Citizens Against Pornography will discuss violence against women and...

... script writers are among 17 film industry professionals who will be featured at a writers **conference** called "**Selling to Hollywood**" scheduled for Friday through Sunday in Sunnyvale.

The conference will be at the...

18/3,K/32 (Item 32 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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05554151

#### **TECHNICAL TIPS**

SAN JOSE MERCURY NEWS (SJ) - Friday, February 23, 1990  
Edition: KNI Section: Weekend Page: 8F  
Word Count: 70

TEXT:

...thing as quadraphonic sound?

A Not really, although the effect can be similar. Quadraphonic sound, **marketed** in the late 1970s and now discarded, added two channels to conventional stereo and required **four speakers** . Surround sound embeds selected sound effects in a stereo recording. It can't be heard without a surround-sound decoder, separate amplifier and at least one **additional speaker** .

18/3,K/33 (Item 33 from file: 634)  
DIALOG(R)File 634:San Jose Mercury  
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05551072

**NOW YOU CAN FIND OUT WHO'S GOT YOUR NUMBER**

SAN JOSE MERCURY NEWS (SJ) - Tuesday, February 20, 1990

By: Andy Pargh column

Edition: Morning Final Section: Living Page: 3D

Word Count: 604

**TEXT:**

...obsolete, now that Caller I.D. is here.

Nowadays a digital display next to the **telephone** can show a visual readout of the caller's **phone** number.

Through digital technology, a variety of new **telephone** services are beginning to become available in regions across the nation. The most noteworthy is **Caller** I.D. This new **telephone** service allows the recipient of a **telephone** call to see the **telephone** number of the person making the call before answering the **phone**. To make it work on your **telephone**, a two-stage process is necessary.

But first the service has to be available in...  
... 5-inch-thick hand-held calculator sans the buttons. The digital display shows the originating **telephone** number, time received and has the ability to store up to 35 **telephone** numbers in memory. Currently a basic Caller I.D. unit **sells** for around \$80.

Connecting the unit is a snap. Just plug it into the **telephone** jack and then connect a **telephone** to the Caller I.D. unit.

After thoroughly testing the Caller I.D. service, I found it to be exactly what was promised. The caller's **phone** number, date and time are transmitted to the unit's digital display during the pause...

...on my answering machine and six on my Caller I.D. box. This meant that **four** **callers** hung up when they heard the answering machine's recorded **message**. Even though they did not leave **messages**, because of Caller I.D., I knew their **phone** numbers.

Although a Caller I.D. box will probably not replace the now-common **telephone** answering machine, it is a great companion piece.

To those who have ever received an obscene **telephone** call or been inundated with hang-ups or unwanted solicitations, this device is welcomed with...

...service carries an additional charge.

Customer Originated Trace allows the recipient of obscene or harassing **telephone** calls to initiate an automatic trace of the last call received with a press of...

...will accept calls while Selective Call Rejection allows the user to deny access from specific **telephone** numbers. The rejection feature is ideal for those getting harassing calls from a specific individual.

The first **telephone** to fully integrate the new CLASS features in one easy-to-use unit is Northern...

DESCRIPTORS: CONSUMER; **TELEPHONE** ; TECHNOLOGY

18/3,K/34 (Item 34 from file: 634)

DIALOG(R)File 634:San Jose Mercury

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04537058

**ALL SIGNS ARE OPTIMISTIC FOR CHIP INDUSTRY**

TEXT:

...the next 12 months.

That was the upshot of predictions by In-Stat Inc., a **market** research firm in Scottsdale, Ariz., at its annual conference last week.

In-Stat raised its 1988 estimate of sales in the U.S. semiconductor **market** to \$14 billion, 27 percent higher than 1987. In-Stat raised its projection from January, when it forecast that the **market** would grow 17 percent.

Leading the increase will be a booming **market** for the most popular types of memory chips, which In-Stat said will soar 55...

... industry, six more than he had predicted earlier. And he said the U.S. chip **market** would grow another 6 percent in 1989, mostly on the strength of business in the...

... days before the conference, the Semiconductor Industry Association raised its projection for U.S. chip **market** growth to 26 percent this year. The traditionally optimistic Cupertino-based trade group also forecast...

... used to store information that must be accessed quickly by computers. 'It's keeping the **market** from overheating,' said John East, a senior vice president at Advanced Micro Devices Inc. in...

... million demanded by computer makers and other chip users, predicted Dwain Aidala, vice president of **marketing** for Mitsubishi Electronics America Inc.'s semiconductor division in Sunnyvale.

Aidala said that it would...

...before AMD announced it planned to buy the company.

(check) Despite all the cheery business **news**, **several speakers** cautioned chip makers not to kick back. U.S. semiconductor companies are still losing ground to their overseas competitors, they said.

'While our semiconductor sales have been growing, our worldwide **market** share has been dropping,' said Charles Sporck, president and chief executive of National Semiconductor Corp...

... he didn't believe that Japan would ever let U.S. companies compete in its **market**.

'Our request to open (the Japanese **market**) is an illusion; it can't happen,' said Prestowitz, who is now a senior associate...

CAPTION:  
PHOTOS (2)

PHOTO: The shortage of DRAMs is 'keeping the **market** from overheating' and will extend the industry's good fortune, AMD's East said.

PHOTO: But National's Sporck warned that the U.S. share of the worldwide **market** is slipping and urged chip makers not to relax.

18/3,K/35 (Item 35 from file: 634)  
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03524010

IF YOU'VE GOT A FLAIR FOR SPEAKING AND PASSION FOR A TOPIC, YOU MIGHT BE  
READY TO . . . MAKE A LIVING ON YOUR SOAPBOX

SAN JOSE MERCURY NEWS (SJ) - Sunday, March 23, 1986

By: FREDERICK GILBERT, Special to the Mercury News

Edition: Morning Final Section: Professional Careers Page: 1PC

Word Count: 1014

TEXT:

... ingredient for a successful meeting is knowledgeable, dynamic speakers. With the growth of television, satellite **teleconferencing** and video, audiences have come to expect polished, professional programs. Consequently, the demand for accomplished...

... of the National Speakers Association, stresses the importance of knowledge and a sense of mission. 'New **speakers** should start with an area of expertise,' he says. 'They also need to have a...

... clear advice for the neophyte: 'Join The National Speakers Association and attend everything they offer.'

**New speakers** should get in the habit of tape recording all their presentations. Videotape is also readily...

...facts and statistics.

It is also important for the speaker to be unique in the **marketplace**. He or she must take a stand and develop a strong point of view. Audiences ...

...something else.'

Once you have gained experience and developed material, the next challenge is to **market** yourself. Beginning speakers often spend too much money on costly, slick brochures and demo tapes. According to Fripp, **new speakers** should not worry initially about **marketing**. Her advice is to keep developing a quality speech and to hold off on **marketing** until people start coming up from the audience asking, 'How much would you charge to say that to my group?'

At some point, though, the **new speaker** is ready to let the world know what he or she does. Then, Wishner says, '**Market** in every possible way.'

Favorite **marketing** strategies for today's speakers include:

(check) Direct mail to corporate and association meeting planners.

(check) **Telemarketing**.

(check) Television and radio talk-show appearances.

(check) Audio and video demo tapes.

(check) Getting...

...Sanfilippo advises writing articles for trade journals to get visibility in target areas.

Soon, the **new speaker** will need to address the thorny issue of how much to charge. Reputation, content expertise...

...association might pay \$200 to \$1,000.

Experienced professional speakers with excellent programs and sophisticated **marketing** strategies can collect fees of \$1,000 to \$2,500 for a keynote or an...

... and-fast rules here. Like other businesses, professional speaking is



governed by a myriad of **market** forces, from supply and demand to reputation and knowledge. Outstanding speakers who also manage their...

18/3,K/36 (Item 36 from file: 634)  
DIALOG(R) File 634:San Jose Mercury  
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03518032

**DIARY OF A REVOLUTION. THE LAST DAYS OF MARCOS**

SAN JOSE MERCURY NEWS (SJ) - Sunday, March 2, 1986

By: This article was compiled from reports by Mercury News staff writers Lewis M. Simons and Katherine Ellison in Manila, Carl M. Cannon in Washington, D.C., and Stephen E. Wright in the Bay Area. It was written by staff writer Michael Zielenziger. Mercury News wire services also contributed to this report.  
Edition: Morning Final Section: Front Page: 1A  
Word Count: 6413

...family and personal life.'

While chatting with friends, Enrile said, he was summoned to the **telephone**, where he received a sinister **message** from a fellow Cabinet officer. Roberto Ongpin, minister of trade and industries, reported that soldiers...

...could consolidate their defenses and try to rally worldwide support with a single weapon: the **telephone**.

As his deputies rounded up members of the reform group to supply military muscle, Enrile...

...nation where Catholics make up 85 percent of the population.

'It was Johnny on the **phone**,' Sin later recalled, 'and he said, 'Cardinal, Marcos will kill me. We are fighting for...the island of Cebu, in the country's midsection about 300 miles from Manila, the **phone** rang at 7 p.m. at the home where Corazon Aquino was having supper.

Aquino... conference flickered on television sets throughout the city, the boulevards came alive. Heeding the impassioned **message** of Cardinal Sin, priests, nuns and seminarians flooded the streets. Housewives and students joined the...

...marred by fraud perpetrated overwhelmingly by the ruling party.' It was drawn up after a **conference call** between President Reagan and top national security and foreign policy advisers.

The statement pointedly fell...

... did they do this because of encouragement from Philip Habib? Did they get a personal **message** from the president?'

One position easier to defend

Ramos was worried, too. Deciding that one...EVENING

Enrile, unsure whether a counter-attack was in the offing, again went to the **telephones**. He called Ambassador Bosworth, reminding him that his compound was full of civilians and American...

... was inaccurate. As soon as the presidential briefing ended, aides began working on a personal **message** from the president. The note said Reagan 'looked forward to President Marcos' working out a...

... that Marcos, his family and close associates would be welcome in the United States. The **message** was transmitted to Bosworth in Manila, who read it to Marcos.

To ensure that the... the life of the present regime by violence are futile.'" Marcos already had received this **message** , in private, from Bosworth.

Ninety minutes later, Marcos called Ople in Washington, who had been unable to get a **phone** line into the palace. Marcos said the **message** he had received by wire from Ople was similar to the one Bosworth had offered ...

...was a live broadcast.

But Channel 4, now held by the rebels, carried a different **message** . The former mouthpiece for Marcos now featured live broadcasts from rebel headquarters, as commanders appealed...

...with soul-searching.

In Malacanang Palace, Marcos considered his options and decided to call a **new** -found **friend** , Sen. Paul Laxalt, the Nevada Republican and confidante of Reagan who had visited the Philippines...

...invading force, but it turned out to be a phantom.

At 9 a.m., Marcos **telephoned** , suggesting to Enrile that the defense minister could help set up a provisional government.

'I another **phone** call from Marcos.

'Kindly tell your security men to come to the palace, and stop...

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03031855

**MODERN-DAY HORATIO ALGERS Book lauds 100 super-entrepreneurs**

SAN JOSE MERCURY NEWS (SJ) - Saturday, September 21, 1985

Edition: Morning Final Section: Business Page: 1F

Word Count: 524

... the computer industry. Others made their fortunes in cars, electronics, community psychiatric centers, investment banking, **advertising** to the black community, direct mail, motel chains, same-day mail services, cable TV, pharmaceutical...

...toy chains and movie companies.

Some began with loans. Lane Nemeth borrowed \$25,000 from **family** and **friends** to begin her Discovery Toys company in 1977. Today, sales amount to \$40 million a...

... Mary Kay Cosmetics. William G. McGowan used \$50,000 of his own money to start **MCI** Communications Corp. Leonard Samuel Shoen started The U-Haul System in Scottsdale, Ariz., in 1945...

...000 in savings.

'Entrepreneurs . . . decide to make their marks on the world by developing and **selling** products or services that will make life easier for a large number of people,' Silver...

...early age by the success bug. Jack R. Simplot earned \$7,800 from feeding and **selling** hogs in 1927. Now 76, Simplot has become the largest potato processor in the United...

... 43, she had borrowed \$500 and started a business in the basement of a pawnshop, **selling** quality furniture at lower prices than her competition. Now 91, she heads the Nebraska Furniture...

18/3,K/38 (Item 1 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00077278 DOCUMENT TYPE: Review

PRODUCT NAMES: Objective-C (000078)

TITLE: Objective-C furnishes powerful option to C++  
AUTHOR: Coffee, Peter  
SOURCE: PC Week, v12 n16 p28(1) Apr 24, 1995  
ISSN: 0740-1604

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20000730

...is ongoing. Objective-C is the base technology for NeXT's superb development tools, which MCI used for custom applications developed for the New Friends and Family long-distance call program. Objective-C will not become proprietary under NeXT; the vendor plans...

...Lisp Object System, another formal OO standard, is excellent for creating applications that bind polymorphic messages only when the associated object types are determined at run-time. This flexibility supports complex...

18/3,K/39 (Item 2 from file: 256)  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00059152 DOCUMENT TYPE: Review

PRODUCT NAMES: ShowMe 2.0 (394874); Remark! (401625); ScreenCam (487457)

TITLE: Where Are Next-Generation Apps?  
AUTHOR: Fulton, Sean  
SOURCE: Open Systems Today, v137 p32(2) Nov 15, 1993  
ISSN: 1061-0839

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 19990830

...dropped recently. Applications are only beginning to take advantage of new technology, however, and the market is still small. Many multimedia products are focused on home computing, although it is beginning to be used in business, for teleconferencing, advertising, and interactive training. Sun Microsystems's ShowMe 2.0 is the company's latest release...  
...Simpact's Remark! is a software/hardware product that allows Windows workstations to interact with telephone messages left on a network server by outside callers. Lotus Development's new ScreenCam captures onscreen sessions with voice-over annotation, which can be handy for users sharing...

DESCRIPTORS: Multimedia; Telephone Message Handling; Videoconferencing  
; Sun; Windows; IBM PC & Compatibles

Set	Items	Description
S1	797	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	268722	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON- E?
S3	10128	CONFERENCECALL? OR CONFERENCE()CALL? OR TELECONFERENC? OR - (THREE OR FOUR OR MULTIPL? OR SEVERAL OR MANY OR PLURAL?) () (S- PEAKERS OR CALLERS?)
S4	1038222	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	3490	(SECOND? OR NEW? OR THIRD()PART? OR ADDITIONAL? OR LATER?)- (3N) (CALLER? OR FRIEND? OR REFERAL? OR REFERRED? OR SPEAKER?)
S6	12	S1 AND S2
S7	1	S2 AND S3 AND S4 AND S5
S8	2	S3 AND S4 AND S5
S9	481	S4 AND S5
S10	69	S9 AND (S2 OR S3)
S11	11	MCI AND FRIENDS(2N)FAMIL?
S12	14	S4(S)S5(5N) (S2 OR S3)
S13	38	S6 OR S7 OR S8 OR S11 OR S12
S14	36	RD (unique items)
S15	28	S14 NOT PY>1997
S16	28	S15 NOT PD>971209
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File	233:	Internet & Personal Comp. Abs. 1981-2000/Oct (c) 2000 Info. Today Inc.
File	99:	Wilson Appl. Sci & Tech Abs 1983-2000/Sep (c) 2000 The HW Wilson Co.

16/5/1 (Item 1 from file: 35)  
DIALOG(R)File 35:Dissertation Abstracts Online  
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01197143 ORDER NO: AAD92-01648

**THE ORAL ARTICULATION OF ENGLISH STRESS ACCENT (ARTICULATORY MOVEMENTS)**

Author: DE JONG, KENNETH JOHN  
Degree: PH.D.  
Year: 1991  
Corporate Source/Institution: THE OHIO STATE UNIVERSITY (0168)  
Adviser: MARY E. BECKMAN  
Source: VOLUME 52/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 2906. 265 PAGES  
Descriptors: LANGUAGE, LINGUISTICS; SPEECH COMMUNICATION; HEALTH  
SCIENCES, SPEECH PATHOLOGY  
Descriptor Codes: 0290; 0459; 0460

The present thesis reports on a pair of experiments which investigate the **phonetic** correlates of stress in English. The first part reviews various uses of the term stress and previously found correlates of stress, and outlines a linguistic theory of stress in English which says stress has four levels. It also outlines two competing ways of characterizing the various correlates of stress in English. Either (1) stress (as loudness) entails the expansion of the sonority features of an utterance, or (2) stress (as distinctiveness) entails an expansion of all of the distinctive features of an utterance. The two experiments, designed to test the two correlates of stress involve corpora of articulatory trajectories gathered with the Wisconsin X-ray microbeam system recorded from **four speakers** of American English. In both experiments, the utterances studied varied systematically in the placement of **pitch** accents, and the stress pattern was controlled by a post hoc intonational analysis of each utterance. The first experiment involved **three speakers** reciting normal English sentences. The **second** had one **speaker** uttering mono-syllabic English words and non-sense words.

Results show that the speaker's production of the vowels (U) and (o) with more stress involves greater tongue retraction and lip protrusion, in keeping with hypothesis (2), but contra hypothesis (1). One speaker also modifies the articulation of stressed alveolar consonants in order to eliminate the coarticulatory effects of a neighboring dental consonant, again supporting hypothesis 2 (above). In addition, speakers show articulatory differences according to various levels of stress, suggesting that the **phonetic** differences are a correlate of stress in general, and are not the exclusive property of any particular stress level. Finally, this study also investigates the mapping between stress differences and articulatory variables said to underlie the control of articulatory movements, but finds no straight forward mapping. Thus, each level of stress seems to entail any articulatory manipulation which yields an expansion of all of the abstract **phonemic** contrasts in the stressed item.

16/5/2 (Item 2 from file: 35)  
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877446 ORDER NO: AAD85-05887

**INFLUENCE OF THE BCC TO TETRAGONAL TRANSFORMATION ON SUPERCONDUCTIVITY IN "LANTHANUM(,3)X(,4)" (X = SULFUR OR SELENIUM)**

Author: YEH, YING-CHEUN SPRING  
Degree: PH.D.  
Year: 1984  
Corporate Source/Institution: IOWA STATE UNIVERSITY (0097)  
Source: VOLUME 46/01-B OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 272. 122 PAGES  
Descriptors: ENGINEERING, MATERIALS SCIENCE  
Descriptor Codes: 0794

The superconducting LaSe(,x) (1.333 (LESSTHEQ) x (LESSTHEQ) 1.500) alloys were studied to investigate the influence of the bcc to tetragonal

phase transformation on their superconducting properties. The results were compared to the published data of  $\text{LaS}(x)$  alloys. It is found that  $x$  less than a critical composition ( $x(c) = 1.362$  for sulfides and  $1.363$  for selenides) the alloy transforms from bcc to bct phase at low temperature. This bcc to tetragonal phase transformation temperature ( $T(M)$ ) decreases as the sulfur or selenium to metal ratio increases toward the  $x(c)$ . The optimum superconducting properties in both selenides and sulfides exist at the composition  $x(c)$ . The effect of substitution of small amounts (2 to 6%) of Mg, Ca, Y, Ce and Th for La and the substitution of S by Se in  $\text{LaS}(x)$  alloys on  $T(c)$  (superconducting transition temperature) and  $T(M)$  was also studied. The compositional dependences of the electronic specific heat parameter ( $\gamma$ ) and the upper critical magnetic field at 0 K ( $H(c_2)(0)$ ) in pseudobinary sulfides containing Th are discussed in connection with the phase transformation. For both selenides and pseudobinary sulfides, the electrical resistivity of the alloys has been measured from 4.2 to 300 K. The  $T(M)$  value is indicated by a drop in the resistivity upon cooling. The a.c. magnetic susceptibility measurement has been used routinely to determine  $T(c)$ . The low temperature heat capacity of the alloys has been measured from 1.4 to 20 K in magnetic fields up to 10 T. The alloys are shown to be high field superconductors ( $H(c_2)(0)$  ('TURN)) 16 T).

From the heat capacity results, the values of ( $\lambda$ ) (electron-phonon coupling parameter),  $H(c)(0)$  (thermodynamic critical field at 0 K), ( $\Delta C$ ) (jump in the heat capacity at  $T(c)$ ),  $D(t)$  (deviation function),  $2(\Delta C)(0)/kT(c)$  (reduced gap parameter) and ( $\kappa$ )(1), ( $\kappa$ )(2), ( $\kappa$ ) (generalized Ginzburg-Landau parameters) have been calculated. The results are compared to the BCS predictions and the theory for strong-coupling type-II super-

conductors. The results show that the alloys (with  $x < 1.37$ ) are strong-coupling type-II superconductors.

\*DOE Report IS-T-1137. This work was performed under contract No. W-7405-Eng-82 with the U.S. Department of Energy.

16/5/3 (Item 1 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
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06497896  
Beinharter Preiskampf um Handy-Kunden  
AUSTRIA: MOBILKOM FIGHTS BACK  
Die Presse (DP) 19/20 Jul 1997 p.11  
Language: GERMAN

Mobilkom, a subsidiary of Post & Telekom Austria (PTA), is introducing a new service called **Al Friends** to Al mobile **phone** subscribers. From 1 August 1997 clients will be able to name three numbers within the Al network, to which they can call any time of the day, irrespective of their tariff package, for Sch 0.90 per minute. A study by <market research institute> Fessel suggests that more than 40% of the calls made by a mobile phone user normally go to a single number. At the beginning of May 1997 Mobilkom's competitor Max.mobil cut the price of calls within its network to Sch 1 per minute.

COMPANY: MAXMOBIL; MOBILKOM

PRODUCT: Cellular Radio Services (4811CR);  
EVENT: Commodity & Service Prices (72); Marketing Procedures (24);  
COUNTRY: Austria (5AUT);

16/5/4 (Item 2 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
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06491717  
SingTel gets 110,000 new mobile phone subscribers

SINGAPORE: SINGTEL INTRODUCES NEW MOBILE SERVICE  
The Straits Times (XBB) 05 Jul 1997 P.63  
Language: ENGLISH

Singapore Telecom (SingTel) has launched a new mobile service in Singapore. Dubbed Mobile-No-Miss, the **new** service sends a **caller 's telephone** number automatically to the customer's pager if his cellular phone is busy, switched off or when the battery is running low. Meanwhile, SingTel has signed on 110,000 new PCN and GSM subscribers since the cellular phone **market** was opened to competition in April 1997. However, the figure includes subscribers who had switched over from the old Amps and Etacs systems. The two systems had about 70,000 subscribers in March 1997.

COMPANY: SINGTEL; SINGAPORE TELECOM

PRODUCT: Cellular Radio Services (4811CR);  
EVENT: Plant/Facilities/Equipment (44);  
COUNTRY: Singapore (9SIN);

16/5/5 (Item 3 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
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06363612  
Telekom: Kundenprofiles entstehen auf Knopfdruck  
GERMANY: TELEKOM RESTRUCTURES CLIENT DATABASE  
Computerwoche (CWE) 30 Aug 1996 p.51  
Language: GERMAN

German Deutsche Telekom AG, Bonn, plans to restructure its clients database. Currently, Telekom clients information is stored in five IMS-databases and an Informix system. Sybase middleware tool "Omni Connect" will be used to create an SQL-query tool, which will enable direct data access to client information for around 8,000 Telekom staff by December 1996. The client profiles are to enhance telecoms customer services and should be used to create custom made product offers like reduced billing for defined phone connections, according to the "**Friends &Family** " model of the US carrier **MCI** .

COMPANY: **MCI** ; SYBASE; DEUTSCHE TELEKOM

PRODUCT: Marketing (9914CU); Telephone Communications (4811);  
Telecommunications (4810);  
EVENT: General Management Services (26); Marketing Procedures (24);  
COUNTRY: Germany (4GER);

16/5/6 (Item 4 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
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06241423  
Phone firm set for disappointing news  
HONG KONG: CTT EXPECTS POOR RESULTS  
The HongKong Standard (XKR) 9 Dec 1995 FR p.3  
Language: ENGLISH

Director of China Treasure Telecom (CTT) Paul Tse expected a disappointing year-end performance of the company, due to a 28% rise in raw material cost and a 20% rise in Shenzhen plant's labour cost. The company has received a number of orders for new models, for instance, 100,000 **new telephones** which allow **caller 's** identification, substantial amount for digital telephone answering machines. European orders have contributed to 90% of the total company turnover and its export share of the US and European **market** will be 70% and 30% respectively. \*

COMPANY: CHINA TREASURE TELECOM

PRODUCT: Telephone Communications (4811);  
EVENT: Company Reports & Accounts (83);  
COUNTRY: Hong Kong (9HON);

**16/5/7 (Item 5 from file: 583)**  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
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06080624  
OS/2 WARP Challenges Windows  
SINGAPORE: IBM'S OS/2 WARP  
PC World Singapore (ESK) Nov 1994 P. 16  
Language: ENGLISH

IBM has introduced its new operating system OS/2 WARP. The new edition OS/2 WARP 3 uses a 32-bit OS/2 operating environment for the Intel platform. The WARP 3.0 has a redesigned COSE-compliant GUI that focuses on user **friendliness** with **new** features such as one-button LaunchPad, full multimedia and **teleconferencing** capabilities and built-in fax and terminal functionality. The New OS/2 WARP is retailing for SD 188 without the Windows code and SD 288 with Windows code which enable it to run with Windows programs.

COMPANY: IBM

PRODUCT: Computer Software (7372);  
EVENT: **Marketing** Procedures (24);  
COUNTRY: Singapore (9SIN); United States (1USA);

**16/5/8 (Item 6 from file: 583)**  
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06020354  
BT sees planned partner rise 21%  
US: NET INCOME UP FOR **MCI** COMMUNICATIONS  
The Independent (TI) 21 July 1994 p.35  
Language: ENGLISH

In the second quarter the US telephone firm, **MCI** Communications, achieved a 21% year on year profits increase. This is after a special charge in 1993's second quarter is stripped out. The firm's president, Gerald Taylor, said that they had been helped by good core business growth. The firm is offering residential customer discounts in its '**Friends & Family**' scheme. Table: **MCI** Communications Figures in USD mn . Current Previous  
Turnover 3310 2930 Net Income 215 150

COMPANY: **MCI** COMMUNICATIONS

PRODUCT: Telecommunications (4810);  
EVENT: Company Reports & Accounts (83);  
COUNTRY: United States (1USA);

**16/5/9 (Item 7 from file: 583)**  
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05998447  
Multifunction phone family from Hong Kong's Binatone  
HONGKONG: BINATONE LAUNCHED TWO TELEPHONES  
Telecom Sources (XED) May 1994 p. 45  
Language: ENGLISH

Binatone Electronics of Hong Kong has released two new **telephones** -



**Speakerphone** 6G and answerphone Designer 2200G. The products are designed in the United Kingdom. The company hopes to **market** the two models in Britain and Germany.

COMPANY: BINATONE ELECTRONICS

PRODUCT: Telecom Subscriber Equipment (3661TS);  
EVENT: Marketing Procedures (24);  
COUNTRY: Hong Kong (9HON);

**16/5/10** (Item 8 from file: 583)  
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05997200

Hotline on how to get rich angers territory's wannabe millionaires

HONG KONG: CRITICISM OF TELECOM'S INFOLINE  
South China Morning Post (XKT) 05 Jun 1994 p.3  
Language: ENGLISH

Hongkong Telecom has launched a HKD 10-a minute Infoline service, Become a Millionaire, which has attracted about 30 **callers** a day. The **new telephone** information service could cost caller up to HKD 200 each time. Despite the telephone service was launched last week, callers has been criticising the service. The **message** on the other line is to advise people to save and invest in order to become a millionaire. People could invest in a reputable mutual fund in the territory with a 12% to 15% compound rate return, but gives no hints on what company to turn to. The information is repeated several times and concludes that the listener's children would become millionaires if the advice was followed. One caller is angered by the service and said that everybody knows the theory and the advice. The Become a Millionaire service is a joint effort between Hongkong Telecom's Advance Telemedia Service and a production company called Green Jade Consultant. A spokesman from Green Jade rejected criticism that the advice was plain commonsense and a waste of people's money, and claimed that what they provide is completely factual truth.

COMPANY: GREEN JADE CONSULTANT; HONGKONG TELECOM

PRODUCT: Telephone Communications (4811);  
EVENT: null (00);  
COUNTRY: Hong Kong (9HON);

**16/5/11** (Item 9 from file: 583)  
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05848033

Energis-saving plan on phone bills

UK - ENERGIS PLANS TO UNDERCUT BT  
Mail on Sunday (ZAC) 2 May 1993 p71,73  
Language: ENGLISH

Energis, the new telephone company being set up by the regional electricity generators, may undercut the domestic prices of rivals BT and Mercury by 25% when it enters operations early in 1994. Energis was originally intended to see most of its sales from business customers, but now aims to earn half its revenue from domestic users. The company is likely to offer a service similar to that of **MCI's Family & Friends** in the US, whereby users can choose up to 12 telephone numbers which they use frequently, and are then able to call these numbers at either no cost or a 20% discount.

COMPANY: ENERGIS

PRODUCT: Facsimile Services (4811FS); Telecommunications Services (4810);  
EVENT: SERVICE PRICING (36); COMPANY PROFILE (10);

COUNTRY: United Kingdom (4UK); OECD Europe (415); European Economic Community Countries (419); NATO Countries (420); South East Asia Treaty Organisation (913);

16/5/12 (Item 10 from file: 583)  
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05666357

**MCI** IS COMING THROUGH LOUD AND CLEAR  
US - **MCI** FINDS SUCCESS FROM **FAMILY & FRIENDS**  
International Business Week (IBW) 25 January 1993 p52-53  
ISSN: 0007-7135

**MCI** Communications, long-distance carrier, signed its 10 millionth customer for its **Friends & Family** scheme in January 1993. The programme, launched in March 1991, offers discounts to groups of users who call each other. **MCI** has seen its share of the US market increase to 17%, vs 13% in the second half 1990, when American Telephone & Telegraph (AT&T), rival company, operated a huge marketing campaign. AT&T has seen its share of the market fall to 66% from 68%. **MCI** reported revenues of USD1r10.5 bil in 1992, up an estimated 11%. Profits are forecast to be USD1r587 mil, up around 12%. The company plans to focus its marketing on data comms, international calling and the '800' service in the 1990s and take advantage of AT&T's weak areas. Wireless comms represent an increasingly interesting market for **MCI**, which is attempting to diversify from long-distance services.

COMPANY: **MCI** COMMUNICATIONS  
PRODUCT: Telecommunications Services (4810); Facsimile Services (4811FS); Data Communications (4811DC); Mobile Communications Svcs (4811MC);  
EVENT: CORPORATE STRATEGY (22); MARKET SHARE (60);  
COUNTRY: United States (1USA); NATO Countries (420); South East Asia Treaty Organisation (913);

16/5/13 (Item 11 from file: 583)  
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05656504

**MCI** Communications up 17%  
US - **MCI** COMMUNICATIONS UP 17%  
Financial Times (C) 1992 (FT) 28 January 1993 p27

**MCI** Communications, the second-largest US long-distance telecommunications carrier, yesterday reported a 17 per cent increase in fourth-quarter earnings amid strong revenue and traffic growth. The company reported earnings of Dollars 160m, or 60 cents a share, compared with Dollars 137m, or 52 cents, in the same period of last year. Revenues rose 13 per cent to Dollars 2.76bn from Dollars 2.44bn, while traffic was up 14 per cent. For the full year, **MCI** reported earnings of Dollars 589m, or Dollars 2.21 a share, against Dollars 522m, or Dollars 2.01, in 1991, while revenues were Dollars 10.56bn, up 11 per cent compared with 1991's Dollars 9.49bn. The fourth-quarter figures included revenue, less expenses, of Dollars 56m from a previously-announced intelligent network licensing agreement with Stentor of Canada. The company also recorded one-time costs of Dollars 47m due largely to a business reorganisation announced last year. Mr Daniel Akerson, president, said factors contributing to the 25-year-old company's first year with revenues over Dollars 10bn included its **Friends and Family** programme - an innovative scheme which cuts the price of residential calls and now has more than 10m customers - as well as major contracts reached with clients such as the Federal Aviation Authority. The company said that in 1993 it would focus on developing its 800 toll-free services, expansion of its data products, extending its international reach and developing new technologies such as personal communications services.\*\*

COMPANY: **MCI** COMMUNICATIONS

PRODUCT: Telecommunications Services (4810); Facsimile Services (4811FS);  
Data Communications (4811DC);  
EVENT: COMPANY REPORTS & ACCOUNTS - ANNUAL (83); COMPANY REPORTS &  
ACCOUNTS - QUARTERLY (83);  
COUNTRY: United States (1USA); NATO Countries (420); South East Asia  
Treaty Organisation (913);

**16/5/14 (Item 12 from file: 583)**

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04956148

**MCI 'S WINNING PITCH**

US - **MCI FRIENDS & FAMILY** ' PROGRAMME PROVES SUCCESSFUL  
International Business Week (IBW) 23 March 1992 p32  
ISSN: 0007-7135

**MCI** Communications has gained a net 2.5 mil new subscribers as a result of its '**Friends & Family**' plan which offers 20% discount on calls to participants in a circle of a maximum 12 customers. **MCI** claims to have raised its share of the residential market, worth USD1r27.5 bil, to 16%. **MCI** spent USD1r100 mil on advertising the new programme.

COMPANY: **MCI** COMMUNICATIONS

PRODUCT: Telecommunications Services (4810);  
EVENT: NEW SERVICE EXTENSION (36);  
COUNTRY: United States (1USA); NATO Countries (420); South East Asia  
Treaty Organisation (913);

**16/5/15 (Item 13 from file: 583)**

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04219083

**MCI COMMUNICATIONS OFFERS MCI MAIL TRADING PARTNERS PROGRAM**

US - **MCI COMMUNICATIONS OFFERS MCI MAIL TRADING PARTNERS PROGRAM**  
Electronic Mail & Micro Systems (EMMS) 15 April 1991 p4-6  
ISSN: 8756-2537

**MCI** Communications (Rye Brook, NY) is promoting its **MCI** Mail Trading Partners Program aimed at encouraging existing **MCI** subscribers to recruit their own suppliers and customers to the **MCI** network, forming both EDI and E-Mail user groups. The programme is made up of training sessions, promotional material, joint sales calls and anything else which subscribers think is needed to attract business to the network. **MCI** will help its subscribers define training and sign-up programs to help them get their trading partners on-line. Most visiting will be done by **MCI** International sales representatives. **MCI** messaging services, an array of **MCI** Mail LLink E-Mail gateway software and Supply Tech STX12 EDI and DEC EDI software packages will be offered. EDI usage is expected to account for more of the programmes traffic. Article also considers the **Friends & Family** promotion launched by **MCI** in March 1991.

PRODUCT: Communications (4800); Data Communications (4811DC); Electronic  
Data Interchange (4811ED); Electronic Mail (4811EM); Value Added  
Networks (4840VA);  
EVENT: COMPANIES ACTIVITIES (10);  
COUNTRY: United States (1USA); NATO Countries (420); South East Asia  
Treaty Organisation (913);

16/5/16 (Item 14 from file: 583)  
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04202531

COMPUTERISATION IS THE KEY TO LONG-DISTANCE COMPETITION  
US - COMPUTERISATION IS THE KEY TO LONG-DISTANCE COMPETITION  
International Business Week (IBW) 8 April 1991 p57  
ISSN: 0007-7135

MCI Communications invested some USD1r300 mil to replace its computer system with some of the most advanced available and this enables the firm now to offer services which other carriers cannot. MCI launched on 18th March 1991 a new discount service called **Friends & Family** which offers a 20% discount to residential customers on calls made to up to 12 pre-selected locations. The main idea behind the programme is that it provides MCI customers with an incentive to recruit new subscribers. American Telephone & Telegraph (AT&T) is spending heavily to join together several billing and customer service systems and US Sprint Communications is launching a new billing system which will replace its current one. Competition in long-distance telephone services is becoming increasingly difficult and firms have to offer more than plain old services. Customers are increasingly demanding services and features such as four-digit speed dialling and tailored bills. Article further considers efforts made by the three long distance carriers to improve their competitive situation.

PRODUCT: Facsimile Equipment (3662FX); Communications (4800); Data Communications (4811DC); Facsimile Services (4811FS);  
EVENT: COMPANIES ACTIVITIES (10);  
COUNTRY: United States (1USA); NATO Countries (420); South East Asia Treaty Organisation (913);

16/5/17 (Item 15 from file: 583)  
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04034166

NORTHERN TELECOM LAUNCHES SUBSCRIBER ID SYSTEM  
CANADA - NORTHERN TELECOM LAUNCHES SUBSCRIBER ID SYSTEM  
Computergram International (CGI) 17 January 1991 p1  
ISSN: 0268-716X

Northern Telecom has launched its Subscriber ID system, which enables telephone users to subscribe to a calling name identification service from US local telephone companies: the Lumina 200 and Interlude are add-on devices which display the name or number, or both, of the calling line's subscriber by touching a button, users can view a stored log of most recent calls and operating prompts for the Lumina 200 and Interlude are displayed in either English or Spanish; Lumina 200 will be distributed through participating telephone companies and Central Telephone is the first announced distributor; Northern Telecom says the suggested retail price for the Lumina 200 and Interlude is USD1r60; and the company's new Maestro 1000 **Caller Identification telephone** indicates when a voice **message** is waiting, displays incoming telephone numbers when the phone rings and enables users to connect facsimile machines and modems to a single telephone line without disconnecting the phone. Out in May through several US telephone companies, the Maestro 1000 costs USD1r160.\*\*

PRODUCT: Public Switches (3661PS); Facsimile Equipment (3662FX); Communications (4800); Data Communications (4811DC); Facsimile Services (4811FS);  
EVENT: PRODUCTS, PROCESSES & SERVICES (30);  
COUNTRY: Canada (2CAN); NATO Countries (420);

16/5/18 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2000 Institution of Electrical Engineers. All rts. reserv.

5728830 INSPEC Abstract Number: A9723-7820D-003

**Title:** Hypersonic studies and refractive indices of CsTiOAsO/sub 4/ and KTiOAsO/sub 4/ single crystals

**Author(s):** Tu, C.-S.; Yeh, Y.-L. ; Schmidt, V.H.; Chien, R.-M.; Katiyar, R.S.; Ruqian Guo; Ruyan Guo; Bhalla, A.S.

**Author Affiliation:** Dept. of Phys., Fu-Jen Univ., Taipei, Taiwan

**Journal:** Physical Review B (Condensed Matter) vol.56, no.13 p. 7988-92

**Publisher:** APS through AIP,

**Publication Date:** 1 Oct. 1997 **Country of Publication:** USA

**CODEN:** PRBMDO **ISSN:** 0163-1829

**SICI:** 0163-1829(19971001)56:13L.7988:HSRI;1-M

**Material Identity Number:** P279-97042

**U.S. Copyright Clearance Center Code:** 0163-1829/97/56(13)/7988(5)/\$10.00

**Document Number:** S0163-1829(97)03437-1

**Language:** English **Document Type:** Journal Paper (JP)

**Treatment:** Experimental (X)

**Abstract:** The longitudinal Brillouin backscattering spectra along the [001] **phonon** direction have been measured as a function of temperature (24-896 degrees C) for both CsTiOAsO/sub 4/ (CTA) and KTiOAsO/sub 4/ (KTA). As the temperature approaches the ferroelectric transition temperature  $T_c$ , the acoustic **phonon** frequencies of both CTA and KTA show a strong softening (which reaches a minimum at  $T_c$ , ~688 degrees C for CTA). For both CTA and KTA, a broad damping peak was observed and can be attributed to the dynamic order-parameter fluctuations. This anomaly implies that an  $\nu^2/\mu$ -type coupling is the dominant mechanism for the acoustic soft modes in CTA and KTA. Here  $\nu$  is the order parameter and  $\mu$  is the strain. The refractive indices ( $n_x$ ,  $n_y$ ,  $n_z$ ) and Cauchy's equations were obtained as a function of wavelength (0.4-1.7  $\mu$ m) for KTA. The phase matching angles ( $\theta_\phi$ ) of second harmonic generation for the fundamental wavelengths of 1.064 (type I) and 1.32 (types I and II) were also calculated. (15 Refs)

**Descriptors:** Brillouin spectra; caesium compounds; ferroelectric materials; ferroelectric transitions; fluctuations; optical harmonic generation; **phonon** spectra; potassium compounds; refractive index; soft modes; ultrasonic velocity

**Identifiers:** hypersonic studies; refractive indices; CsTiOAsO/sub 4/; KTiOAsO/sub 4/; single crystals; longitudinal Brillouin backscattering spectra; **phonon** direction; temperature dependence; ferroelectric transition temperature; acoustic **phonon** frequencies; soft modes; damping peak; dynamic order-parameter fluctuations;  $\nu^2/\mu$ -type coupling; mechanism; acoustic soft modes; strain; Cauchy's equations; wavelength; phase matching angles; second harmonic generation; fundamental wavelengths; 24 to 896 degC

**Class Codes:** A7820D (Optical constants and parameters); A6390 (Other topics in lattice dynamics and crystal statistics); A7780B (Ferroelectric transitions and Curie point); A7835 (Brillouin and Rayleigh scattering (condensed matter)); A6265 (Acoustic properties of solids); A4265K (Optical harmonic generation, frequency conversion, parametric oscillation and amplification)

**Chemical Indexing:**

CsTiOAsO4 ss - AsO4 ss - As ss - Cs ss - O4 ss - Ti ss - O ss (Elements - 4)

KTiOAsO4 ss - AsO4 ss - As ss - O4 ss - Ti ss - K ss - O ss (Elements - 4)

**Numerical Indexing:** temperature 2.97E+02 to 1.17E+03 K

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16/5/19 (Item 2 from file: 2)

DIALOG(R)File 2:INSPEC

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04069332 INSPEC Abstract Number: B9202-5230-040

**Title:** How susceptibility testing affects commercial products

**Author(s):** Shepherd, D.

**Author Affiliation:** Amplifier Res., Souderton, PA, USA

**Journal:** Evaluation Engineering vol.30, no.9 p.102, 104-5

Publication Date: Sept. 1991 Country of Publication: USA

CODEN: EVENAE ISSN: 0149-0370

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: EMI susceptibility (or vulnerability) has long occupied the attention of the military, where equipment must remain immune not only to nuclear radiation but to RF radiation, even at field levels that can reach 1000 V/m under battle conditions. The concern of the military with RF susceptibility now is spreading to industrial and commercial electronics. With the proliferation of RF signals from such commonplace gadgets as cellular **phones**, CB radios, and even electric shavers and power tools. (0 Refs)

Descriptors: electromagnetic interference; electronic equipment testing

Identifiers: susceptibility testing; commercial products; EMI susceptibility; RF radiation; field levels; RF susceptibility; commercial electronics; RF signals

Class Codes: B5230 (Electromagnetic compatibility and interference)

16/5/20 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

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03472874 INSPEC Abstract Number: A89131961

**Title: Multifrequency observations of blazars. III. The spectral shape of the radio to X-ray continuum**

Author(s): Brown, L.M.J.; Robson, E.I.; Gear, W.K.; Hughes, D.H.; Griffin, M.J.; Geldzahler, B.J.; Schwartz, P.R.; Smith, M.G.; Smith, A.G.; **Shepherd, D.W.**; Webb, J.R.; Valtaoja, E.; Terasranta, H.; Salonen, E.

Author Affiliation: Sch. of Phys. & Astron., Lancashire Polytech., Preston, UK

Journal: Astrophysical Journal vol.340, no.1, pt.1 p.129-49

Publication Date: 1 May 1989 Country of Publication: USA

CODEN: ASJOAB ISSN: 0004-637X

Language: English Document Type: Journal Paper (JP)

Treatment: Experimental (X)

Abstract: For pt.II see *ibid.*, vol.304, no.1, pt.1, p.295-304 (1986). Presents multifrequency, quasi-simultaneous spectra for a sample of 11 blazars. The spectral shape of the violently variable millimeter to ultraviolet flux is consistent with emission from a very compact single component which becomes self-absorbed at wavelengths longer than approximately 3 mm. The centimeter emission can be attributed to a separate, more slowly varying component. Three out of four optically violent variable (OVV) quasars also exhibit evidence of a 'UV excess' component. Throughout the millimeter-UV region, the flattest spectral slopes, observed when the sources are bright, are all close to -0.7. However, the steepest slopes (observed when the sources are fainter) become steeper as one progresses to shorter wavelength. This observation is interpreted in terms of successive injections or reaccelerations of electrons in a flaring component. The authors deduce values for the size of the flaring regions of  $10^{10}$  to  $10^{11}$  pc and magnetic fields of order 1 G. **Phonon** energy densities may dominate over magnetic field energy densities. (43 Refs)

Descriptors: astronomical spectra; BL Lac-type objects; galactic nuclei; infrared astronomical observations; photometry; quasars; radioastronomical observations; radiogalaxies; submillimetre astronomical observations; ultraviolet astronomical observations; visible astronomical observations; X-ray astronomical observations

Identifiers: self-absorbed continuum emission; OVV quasars; UHF optically violent variable quasars; SHF; THF; EHF; UV optical-IR photometry; electron injection; quasars; electrons reacceleration; photon energy densities; inverse Compton scattering; energy loss mechanism; BL Lac objects; radio galaxies; blazars; spectral shape; radio to X-ray continuum; quasi-simultaneous spectra; violently variable millimeter to ultraviolet flux; very compact single component; centimeter emission; slowly varying component; UV excess; millimeter-UV region; flattest spectral slopes; steepest slopes; flaring component; magnetic fields; magnetic field energy densities; 1 GHz to 3 PHz; 360 nm to 200 nm; 1 G; 30 Tm to 3 Pm

Class Codes: A9850R (Active and peculiar galaxies); A9870J (Quasars); A9850G (Luminosities, magnitudes, and colours); A9580D (Radio, radar, and microwave); A9580E (Sub-millimetre); A9580G (Far infrared); A9580J (Photographic region (near infrared, visible, and near ultraviolet)); A9580M (Space ultraviolet); A9580N (X-ray); A9850S (Radiogalaxies)

Numerical Indexing: frequency 1.0E+09 to 3.0E+15 Hz; wavelength 3.6E-07 to 2.0E-01 m; magnetic flux density 1.0E-04 T; size 3.0E+13 to 3.0E+15 m

16/5/21 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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02358821 INSPEC Abstract Number: B85003363

**Title: Outage probability in mobile telephony with directive antennas and macrodiversity**

Author(s): **Yeh, Y.-S.** ; Wilson, J.C.; Schwartz, S.C.

Author Affiliation: AT&T Bell Labs., Holmdel, NJ, USA

Journal: IEEE Journal on Selected Areas in Communications vol.SAC-2, no.4 p.507-11

Publication Date: July 1984 Country of Publication: USA

CODEN: ISACEM ISSN: 0733-8716

U.S. Copyright Clearance Center Code: 0733-8716/84/0700-0507\$01.00

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: Signal-to-interference ratio statistics for cellular mobile **telephony** systems with hexagonal coverage areas, multiple interferers, and three-corner base stations are investigated. Corner base stations simultaneously reduce total interference (because of antenna directivity) and provide macrodiversity against shadow fading. The authors' results indicate that for 3 or 7-channel sets, with 2 tiers of interferers and typical system parameters (propagation exponent of 3.7 and lognormal spread of 8 dB), the improvement is on the order of 11 dB over a baseline arrangement which uses centrally located omnibase stations without macrodiversity. Additional considerations of blocking probabilities and average voice activity indicate possible further improvements. (9 Refs)

Descriptors: directive antennas; interference (signal); mobile radio systems; radiotelephony

Identifiers: outage probability; signal to interference ratio statistics; cellular radio; mobile **telephony** ; directive antennas; macrodiversity; hexagonal coverage areas; multiple interferers; three-corner base stations; blocking probabilities; average voice activity

Class Codes: B6210D (Telephony); B6250F (Mobile radio systems)

16/5/22 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

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02305863 INSPEC Abstract Number: B84048403

**Title: Outage probability in mobile telephony due to multiple log-normal interferers**

Author(s): **Yeh, Y.S.** ; Schwartz, S.C.

Author Affiliation: Bell Labs., Holmdel, NJ, USA

Journal: IEEE Transactions on Communications vol.COM-32, no.4 p.380-8

Publication Date: April 1984 Country of Publication: USA

CODEN: IECMBT ISSN: 0090-6778

U.S. Copyright Clearance Center Code: 0090-6778/84/0400-0380\$01.00

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: The average outage probability is computed for centrally located base stations when multiple log-normal interferers are present. This is done for both the mobile-to-base and base-to-mobile communication links. An unexpected result of this study is that the outage probabilities for the two cases do not differ in a significant way. Cumulative probability curves of the short-term average-signal to average-interference ratio (SIR) are presented for a variety of system parameters: channel set

number, propagation law exponent, and dB spread of the log-normal distribution for the signal and interferers. An important observation is the large sensitivity of the performance curves to the propagation parameters. Outage probabilities are also easily related to specific modulation methods and diversity approaches; detailed results are given for several representative cases. (15 Refs)

Descriptors: mobile radio systems; probability; radiotelephony;  
**telephone** interference

Identifiers: mobile-to-base communication link; mobile radio; cellular radio; mobile **telephony** ; multiple log-normal interferers; outage probability; centrally located base stations; base-to-mobile communication links; average-signal to average-interference ratio; SIR; channel set number; propagation law exponent; dB spread; log-normal distribution; modulation; diversity

Class Codes: B6210D (Telephony); B6250F (Mobile radio systems)

16/5/23 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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02018089 INSPEC Abstract Number: B83019522

**Title: On the distribution function and moments of power sums with log-normal components**

Author(s): Schwartz, S.C.; Yeh, Y.S.

Author Affiliation: Bell Labs., Murray Hill, NJ, USA

Journal: Bell System Technical Journal vol.61, no.7, pt.1 p.1441-62

Publication Date: Sept. 1982 Country of Publication: USA

CODEN: BSTJAN ISSN: 0005-8580

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: An approximate technique is presented for the evaluation of the mean and variance of the power sums with log-normal components. Exact expressions for the moments with two components are developed and then used in a nested fashion to obtain the moments of the desired sum. The results indicate more accurate estimates of these quantities over a wider range of individual component variances than any previously reported procedure. Coupling these estimates with the Gaussian assumption for the power sum provides a characterization of the cumulative distribution function which agrees remarkably well with a Monte Carlo simulation in the 1 to 99 percent range of the variate. Simple polynomial expressions obtained for the moments lead to an effective analytical tool for various system performance studies. They allow quick and accurate calculation of quantities such as cochannel interference caused by shadowing in mobile **telephony** . (17 Refs)

Descriptors: information theory; interference (signal); mobile radio systems; radiotelephony

Identifiers: information theory; distribution function; moments; power sums; log-normal components; Monte Carlo simulation; cochannel interference ; shadowing; mobile **telephony**

Class Codes: B5230 (Electromagnetic compatibility and interference); B6110 (Information theory); B6210D (Telephony); B6250F (Mobile radio systems)

16/5/24 (Item 1 from file: 65)

DIALOG(R)File 65:Inside Conferences

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01228964 INSIDE CONFERENCE ITEM ID: CN012066090

**When Can We Unplug the Radio and Telephone?**

Schulzrinne, H.

CONFERENCE: Network and operating systems support for digital audio and video -5th International workshop

LECTURE NOTES IN COMPUTER SCIENCE, 1995; ISSUE 1018 P: 174-175

Springer-Verlag, 1995

ISSN: 0302-9743 ISBN: 3540606475

LANGUAGE: English DOCUMENT TYPE: Conference Papers



CONFERENCE EDITOR(S): **Shepherd, D.**  
CONFERENCE LOCATION: Durham, NH  
CONFERENCE DATE: Apr 1995 (199504) (199504)

BRITISH LIBRARY ITEM LOCATION: 5180.185000

NOTE:

Also known as NOSSDAV '95

DESCRIPTORS: network support; NOSSDAV; digital audio; video

**16/5/25 (Item 2 from file: 65)**

DIALOG(R)File 65:Inside Conferences

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00561314 INSIDE CONFERENCE ITEM ID: CN005441407

Telephone **conferencing: A quality factor in the delivery of public management courses**

**Shepherd, D.**

CONFERENCE: Quality in distance education-10th Biennial forum

ASPESA FORUM, 1991; 10th P: 450-460

The Association, 1991

ISBN: 0646088572

LANGUAGE: English DOCUMENT TYPE: Conference Selected papers

CONFERENCE EDITOR(S): Atkinson, R.; McBeath, C.; Meacham, D.

CONFERENCE SPONSOR: Australian and South Pacific External Studies Association

CONFERENCE LOCATION: Bathurst, Australia

CONFERENCE DATE: Jul 1991 (199107) (199107)

BRITISH LIBRARY ITEM LOCATION: 1745.945000

DESCRIPTORS: distance education; ASPESA; external studies

**16/5/26 (Item 1 from file: 233)**

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2000 Info. Today Inc. All rts. reserv.

00397361 95CW09-204

**MCI attacks customer service with internal IS solutions**

Blodgett, Mindy

Computerworld , September 18, 1995 , v29 n38 p32, 1 Page(s)

ISSN: 0010-4841

Company Name: **MCI** Communications

Languages: English

Document Type: Feature Articles and News

Geographic Location: United States

Reports on the goals of **MCI** Communications Corp.'s John Gerdelman, who recently became chief information officer and head of the company's wireless division. States that Gerdelman is 42 and has been with the company 10 years. Says his goals include linking information technology with the network to support company offerings such as **MCI Friends & Family** , customer service and telemarketing. Notes that he will be in charge of 13,000 employees, including 5,000 information systems workers, and on the wireless side, he will head the merger with Nationwide Cellular Service Inc. Cites analyst Jeffrey Kagan of Kagan Associates who feels that putting information technology together with customer service is the wave of the future. Includes one photo. (bjp)

Descriptors: Information Services; Management; Customer Support; Wireless Communication; Telecommunications; Corporate Strategy

Identifiers: **MCI** Communications

**16/5/27 (Item 2 from file: 233)**

DIALOG(R)File 233:Internet & Personal Comp. Abs.

(c) 2000 Info. Today Inc. All rts. reserv.

00396564 95CW09-302

**AT&T splinters: users may gain added services but lose one-stop shopping**

Weinberg, Neal

Computerworld , September 25, 1995 , v29 n39 p1, 14, 2 Page(s)

ISSN: 0010-4841

Company Name: AT&T

Languages: English

Document Type: Feature Articles and News

Geographic Location: United States

Reports that AT&T Corp. is reorganizing itself into three independent companies. Says the company is giving up its goal to merge communications and computers into a vertically integrated unit and will instead split up into a communications services company carrying the AT&T name, a network products company, and the AT&T Global information Solutions company. Adds that the reorganization is intended to enable each unit to compete without the limitations imposed by being a monolithic organization, and should result in faster product development by each of the independents. Contains the following sidebars: ``NCR unplugged has GIS users gleeful'' (p14) by Neal Weinberg which covers user reactions to the reorganization; and ``**Friends and family** not surprised'' (p14) by Mitch Wagner which covers the acquisition of SHL Systemhouse Inc. of Ottawa, Canada by MCI Communications Corp. Includes two photos, and a chart. (dpm)

Descriptors: Corporate Reorganization; Business; Management; Telecommunications; Microcomputer System

Identifiers: AT&T

16/5/28 (Item 3 from file: 233)

DIALOG(R) File 233:Internet & Personal Comp. Abs.

(c) 2000 Info. Today Inc. All rts. reserv.

00361376 94IW09-207

**Client/server payoff -- Innovative projects go to the bottom line**

Ashbrand, Deborah

InfoWorld , September 19, 1994 , v16 n38 p59-70+, 19 Page(s)

ISSN: 0199-6649

Languages: English

Document Type: Feature Articles and News

Geographic Location: United States

Examines the findings of an InfoWorld survey of 500 companies conducted to identify the 100 most innovative applications in enterprise computing. Articles include: ``Motorola reaches the top by watching the bottom line'' (p76), and ``**MCI** dials up **Friends & Family** with client/server'' (p77) by Deborah Ashbrand; ``Flexible networks distribute savings and real-time data'' (p80), and ``Innovative insurance brokerage doesn't do Windows'' (p81), ``Technology for education for the next hundred years'' (p82 million investment will save \$50 million a year'' (p88) featur the Arizona Motor Vehicles Division, ``Off the aging mainframe in just over 24 months'' (p89) featuring Standard Commercial Corp. o Wilson, NC, ``End-users at NASA are the link between data and technology'' (p93) featuring RMS Associates of Linthicum, MD, and more by David Baum. Plus two other articles by Paul Korzenowski. Includes 12 photos, 10 summary cards, nine tables, and three bar graphs. (dpm)

Descriptors: Survey; Enterprise Computing; Case Study; Software; Downsizing

Set	Items	Description
S1	60	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	74908	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON- E?
S3	20709	CONFERENC? OR TELECONFERENC? OR (THREE OR FOUR OR MULTIPLE- ) (SPEAKERS OR CALLERS?)
S4	157146	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	1606	(SECOND? OR NEW? OR THIRD() PART? OR ADDITIONAL? OR LATER?) - (3N) (CALLER? OR SPEAKER?)
S6	10	S1 AND S2
S7	229	S2 AND S3 AND S4 AND S5
S8	7	S2(S)S3(S)S4(S)S5
S9	142	S4(S)S5(S) (S2 OR S3)
S10	73	S4(10N)S5(S) (S2 OR S3)
S11	85	S6 OR S8 OR S10
S12	1196640	REQUEST? OR RECEIV? OR QUER? OR QUESTION? OR ASK?
S13	3662	(FIRST? OR INITIAL? OR PRIMAR? OR INDIVIDUAL?) (2N) (CALLER? OR CONSUMER? OR CUSTOMER? OR SPEAKER?)
S14	254	S12(3N)S13
S15	4	S11 AND S14
S16	6	S9 AND S14
S17	56	S4(5N)S5(S) (S2 OR S3)
S18	71	S6 OR S8 OR S17 OR S16
S19	45	S18 AND IC=(G06F? OR H04L? OR H04M?)
S20	693744	REFER? OR RECOMMEND?
S21	48	S20(10N)S5
S22	36	S19 AND S20
S23	36	IDPAT (sorted in duplicate/non-duplicate order)
S24	35	IDPAT (primary/non-duplicate records only)

File 348:European Patents 1978-2000/Oct W04  
(c) 2000 European Patent Office

File 349:PCT Fulltext 1983-2000/UB=20001019, UT=20001005  
(c) 2000 WIPO/MicroPat

24/5/1 (Item 1 from file: 348)  
DIALOG(R)File 348:European Patents  
(c) 2000 European Patent Office. All rts. reserv.

01070983

**Adaptive telephone answering system**  
**Adaptives Fernsprechbeantwortungssystem**  
**Systeme de reponse telefonique adaptatif**  
PATENT ASSIGNEE:

Novcom N.V., (2749050), President Kennedylaan 202, 2343 GW Oegstgeest,  
(NL), (Applicant designated States: all)

INVENTOR:

Almeida, Eric, 2 Clocktower Place, 511, Nashua, NH 03060, (US)  
Behaghel, Thibaut, 13, rue St. Denis, 92100 Boulogne, (FR)  
Lobanov, Boris, Talbukhina St. 8-3, Minsk, (BY)  
Kubashin, Andrei, Skariny Av. 127-214, Minsk, (BY)

LEGAL REPRESENTATIVE:

McCarthy, Denis Alexis et al (72361), MacLachlan & Donaldson 47 Merrion  
Square, Dublin 2, (IE)

PATENT (CC, No, Kind, Date): EP 942575 A2 990915 (Basic)

APPLICATION (CC, No, Date): EP 99650025 990312;

PRIORITY (CC, No, Date): US 77667 P 980312

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/50

ABSTRACT EP 942575 A2

The invention in the simplest form is a speech recognition answering system and method that utilizes both a speaker dependent recognizer and a speaker independent recognizer, intended to achieve satisfactory accuracy in the identification of spoken caller and recipient names. The two parallel methods of recognition are used to identify spoken caller names, spoken recipient names, and spoken commands, based on a pre-defined list. Callers are routed according to customized instructions and may be answered, given a personal message, forwarded to another number, forwarded to a pager, or otherwise directed. There is an auto-training means that continues to improve the speech recognition capabilities as names are repeated and added to the list. The accurate speech recognition provides an efficient and user-friendly answering system that can be installed and operated on most existing computer systems.

ABSTRACT WORD COUNT: 135

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 990915 A2 Published application without search report  
LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9937	695
SPEC A	(English)	9937	12518
Total word count - document A			13213
Total word count - document B			0
Total word count - documents A + B			13213

24/5/2 (Item 2 from file: 348)  
DIALOG(R)File 348:European Patents  
(c) 2000 European Patent Office. All rts. reserv.

01069555

**Electronic call assistant**  
**Elektronischer Anrufassistent**  
**Assistant d'appel electronique**  
PATENT ASSIGNEE:

Koninklijke KPN N.V., (1066893), Stationsplein 7, 9726 AE Groningen,  
(NL), (Applicant designated States: all)

**INVENTOR:**

van Amerongen, Vincent Reinier, Herensteeg 4, 2311 SJ Leiden, (NL)  
PATENT (CC, No, Kind, Date): EP 942574 A1 990915 (Basic)  
APPLICATION (CC, No, Date): EP 98200742 980309;  
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;  
NL; PT; SE  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: **H04M-003/50**

**ABSTRACT EP 942574 A1**

A method and apparatus for communication by means of an electronic call assistant which is able to operate in at least either a background mode or in a foreground mode wherein

- the electronic call assistant is arranged to arrange waiting tasks in a priority list in accordance with a priority sequence, and
- the foreground mode comprises at least a guiding mode which is entered by the electronic call assistant as soon as a user has switched the electronic call assistant from its background to its foreground mode and in which the electronic call assistant controls carrying out the waiting tasks in accordance with the priority sequence of the waiting tasks in the priority list.

ABSTRACT WORD COUNT: 117

**NOTE:**

Figure number on first page: 2

**LEGAL STATUS (Type, Pub Date, Kind, Text):**

Examination: 000510 A1 Date of request for examination: 20000315  
Application: 990915 A1 Published application with search report  
LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9937	2267
SPEC A	(English)	9937	6625
Total word count - document A			8892
Total word count - document B			0
Total word count - documents A + B			8892

**24/5/3 (Item 3 from file: 348)**

DIALOG(R) File 348:European Patents

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00993603

**Answering machine providing paging option**

**Anrufbeantworter mit Personensuchoption**

**Repondeur telephonique muni d'une option d'appel selectif de personnes**

**PATENT ASSIGNEE:**

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (applicant designated states:  
AT;BE;CH;CY;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

**INVENTOR:**

Kaufman, Steven B., 717 N. Second Street, Emmaus, Pennsylvania 18049,  
(US)

**LEGAL REPRESENTATIVE:**

Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)  
Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 898406 A2 990224 (Basic)

APPLICATION (CC, No, Date): EP 98306564 980818;

PRIORITY (CC, No, Date): US 915779 970821

DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE

INTERNATIONAL PATENT CLASS: **H04M-001/65**

**ABSTRACT EP 898406 A2**

A telephone call handling device includes an incoming call select unit (111), a calling unit (113), and a recording unit (115). The incoming call select unit (111) provides a prompt to an incoming caller and responds to a selection made by the incoming caller. The calling unit (113) selectively calls a forwarding number in response to the selection

made by the incoming caller. The recording unit (115) selectively records a message in response to the selection made by the incoming caller. In an alternative embodiment, a method of handling an incoming call includes the steps of providing a prompt to an incoming caller, receiving a response from the incoming caller, and selectively calling a forwarding number based on the received response.

ABSTRACT WORD COUNT: 122

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 990224 A2 Published application (A1with Search Report  
;A2without Search Report)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9907	521
SPEC A	(English)	9907	3569
Total word count - document A			4090
Total word count - document B			0
Total word count - documents A + B			4090

24/5/4 (Item 4 from file: 348)

DIALOG(R)File 348:European Patents

(c) 2000 European Patent Office. All rts. reserv.

00992141

**Call distribution system, and method**

**Anrufverteilungssystem und -verfahren**

**Systeme et procede de distribution d'appels**

PATENT ASSIGNEE:

ALCATEL, (201874), 54, rue La Boetie, 75008 Paris, (FR), (applicant  
designated states:

AT;BE;CH;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

Weiss, Christian, Karl Kaubek Strasse 13, 2103 Langenzersdorf, (AT)

LEGAL REPRESENTATIVE:

Schatzle, Albin, Dipl.-Phys. et al (70621), Alcatel Alsthom Intellectual  
Property Department, Postfach 30 09 29, 70449 Stuttgart, (DE)

PATENT (CC, No, Kind, Date): EP 897238 A1 990217 (Basic)

APPLICATION (CC, No, Date): EP 97440065 970811;

PRIORITY (CC, No, Date): EP 97440065 970811

DESIGNATED STATES: AT; CH; DE; ES; FR; GB; IT; LI; SE

INTERNATIONAL PATENT CLASS: **H04M-003/50**

ABSTRACT EP 897238 A1

Advanced call distribution systems and methods using skill-based routing are able to connect callers and agents in a very efficient way, whereby however waiting facilities always remain necessary in case a caller temporarily cannot be connected to an agent. Such call distribution systems and methods can be improved by using a database comprising information which under control of the caller can be sent to him in addition to or instead of information originating from an agent, for example while being waiting for said agent.

ABSTRACT WORD COUNT: 85

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 990217 A1 Published application (A1with Search Report  
;A2without Search Report)

\*Assignee: 990224 A1 Applicant (name, address) (change)

\*Assignee: 990331 A1 Applicant (name, address) (change)

Examination: 990728 A1 Date of filing of request for examination:  
990527

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9907	526
SPEC A	(English)	9907	2980
Total word count - document A			3506

Total word count - document B 0  
Total word count - documents A + B 3506

24/5/5 (Item 5 from file: 348)  
DIALOG(R)File 348:European Patents  
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00914388

**Advanced call waiting and messaging system**  
**Verbessertes Anklopf- und Nachrichtensystem**  
**Systeme perfectionne d'attente d'appel et de messagerie**

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (Applicant designated States: all)

INVENTOR:

Alfred, Joseph Anderson, 7 Flower Road, Somerset, New Jersey 08873, (US)  
Eisdorfer, Allen, 105C Keystone Court, Woodbridge, New Jersey 07095, (US)  
Eisdorfer, Jerry, 177 Kingsberry Drive, Somerset, New Jersey 08873, (US)  
Harrington, Christopher Gregory, 4 Exeter Lane, Morris Township, New  
Jersey 07960, (US)

LEGAL REPRESENTATIVE:

Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub,  
Baaderstrasse 3, 80469 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 835015 A2 980408 (Basic)  
EP 835015 A3 000301

APPLICATION (CC, No, Date): EP 97116901 970929;

PRIORITY (CC, No, Date): US 733245 961002

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;  
MC; NL; PT; SE

EXTENDED DESIGNATED STATES: AL; LT; LV; RO; SI

INTERNATIONAL PATENT CLASS: H04M-003/42 ; H04M-003/50

ABSTRACT EP 835015 A2

A communications system is designed to allow a call waiting subscriber who is already busy on a first call to receive information associated with a **message** being recorded by a **second caller** attempting to reach the subscriber. According to one aspect of the principles disclosed herein, a one-way **conference** call is established between the **second caller** and the subscriber as the **message** is being recorded to allow the subscriber to eavesdrop on the message. According to another aspect of the principles disclosed herein, an Automatic Speech Recognition system may transcribe the message being recorded into ASCII coded data that is delivered to the called party. The received message allows the subscriber to effectively assess whether the first call in progress should be interrupted to answer the second call in waiting.

ABSTRACT WORD COUNT: 132

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Examination: 000517 A2 Date of request for examination: 20000322  
Search Report: 20000301 A3 Separate publication of the search report  
Application: 980408 A2 Published application (A1with Search Report  
;A2without Search Report)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9815	592
SPEC A	(English)	9815	4024
Total word count - document A			4616
Total word count - document B			0
Total word count - documents A + B			4616

24/5/6 (Item 6 from file: 348)  
DIALOG(R)File 348:European Patents  
(c) 2000 European Patent Office. All rts. reserv.

00905838

**Voice menu optimization method and system**  
**Verfahren und System fur Sprachmenuoptimierung**  
**Methode et systeme d'optimisation de menu vocal**  
**PATENT ASSIGNEE:**

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (applicant designated states: DE;FR;GB)

**INVENTOR:**

Keshav, Srinivasan, 283 McMane Avenue, Berkeley Heights, New Jersey 07922  
, (US)

**LEGAL REPRESENTATIVE:**

Robinson, John Stuart (41353), Marks & Clerk Nash Court Oxford Business  
Park South, Oxford OX4 2RU, (GB)

**PATENT (CC, No, Kind, Date):** EP 827320 A2 980304 (Basic)  
EP 827320 A3 981125

**APPLICATION (CC, No, Date):** EP 97305579 970724;

**PRIORITY (CC, No, Date):** US 701601 960822

**DESIGNATED STATES:** DE; FR; GB

**INTERNATIONAL PATENT CLASS:** H04M-003/50

**ABSTRACT EP 827320 A2**

A method and system adaptively substitutes a single dialing button sequence for a selected action in a voice menu of a telephone system. A shortcut message in the voice menu prompts a caller to select a shortcut button to achieve a shortcut action. The system then accumulates counts related to frequencies of occurrence of a plurality of actions prompted by the voice menu. The system then ranks the plurality of actions by their respective accumulated counts and determines if any one of the plurality of actions has an accumulated count greater than an accumulated count of the shortcut action. If it does, then the system causes the substitution the one of the plurality of actions and a corresponding message for the shortcut action and the shortcut message in the voice menu.

**ABSTRACT WORD COUNT:** 132

**LEGAL STATUS (Type, Pub Date, Kind, Text):**

**Application:** 980304 A2 Published application (Alwith Search Report  
;A2without Search Report)

**Search Report:** 981125 A3 Separate publication of the European or  
International search report

**Examination:** 990714 A2 Date of filing of request for examination:  
990513

**Change:** 990804 A2 Designated Contracting States (change)

**LANGUAGE (Publication,Procedural,Application):** English; English; English

**FULLTEXT AVAILABILITY:**

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9810	1091
SPEC A	(English)	9810	4260
Total word count - document A			5351
Total word count - document B			0
Total word count - documents A + B			5351

**24/5/7 (Item 7 from file: 348)**

**DIALOG(R) File 348:European Patents**

(c) 2000 European Patent Office. All rts. reserv.

00865632

**Voice mail on the internet**  
**Sprachpost uber Internet**  
**Audio messagerie sur l'internet**  
**PATENT ASSIGNEE:**

International Business Machines Corporation, (200120), Old Orchard Road,  
Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)

**INVENTOR:**

Bowater, Ronald John, Apeldoorn, Whitenap Lane, Romsey, Hampshire SO51  
8ST, (GB)



Porter, Lawrence Leon, Little Elcombes, Elcombes Close, Lyndhurst,  
Hampshire SO43 7BB, (GB)

LEGAL REPRESENTATIVE:

Davies, Simon Robert (75451), I B M UK Intellectual Property Department  
Hursley Park, Winchester, Hampshire SO21 2JN, (GB)

PATENT (CC, No, Kind, Date): EP 794650 A2 970910 (Basic)

APPLICATION (CC, No, Date): EP 97300435 970123;

PRIORITY (CC, No, Date): GB 9604667 960305

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/50 ; H04M-007/00 ; H04L-029/06

ABSTRACT EP 794650 A2

A first Internet telephone system 620 attempts to call with a second Internet telephone system 630 via the Internet 600. However, the second Internet telephone system 630 is not logged onto the Internet at the time of the call. In response to the failed attempt to call, the first Internet telephone system prompts the user to send voice mail to the user of the second Internet telephone system. This results in a phone call over the Internet between a voice mail system 610 and the first Internet telephone system, allowing a greeting to be heard, and a message to be stored. This message may be subsequently retrieved, either using an Internet telephone system over the Internet, or using a standard phone over the conventional telephone network.

ABSTRACT WORD COUNT: 127

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 970910 A2 Published application (A1with Search Report  
;A2without Search Report)

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9709W1	1083
SPEC A	(English)	9709W1	6802
Total word count - document A			7885
Total word count - document B			0
Total word count - documents A + B			7885

24/5/8 (Item 8 from file: 348)

DIALOG(R)File 348:European Patents

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00760710

Method and apparatus for providing personal calling identification at remote locations

Verfahren und Gerat zur Bereitstellung personlicher Anruferidentifikation an entfernten Orten

Methode et appareil procurant une identification personnelle de l'appelant a des emplacements distants

PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412, (US), (applicant designated states: DE;ES;FR;GB)

INVENTOR:

Snyder, John J., 36 Valley View Drive, Basking Ridge, Somerset County, New Jersey 07920, (US)

Mocenigo, John Mark, 179 Rick Road, Milford, New Jersey 08848, (US)

LEGAL REPRESENTATIVE:

Watts, Christopher Malcolm Kelway, Dr. (37391), AT&T (UK) Ltd. 5, Mornington Road, Woodford Green Essex, IG8 0TU, (GB)

PATENT (CC, No, Kind, Date): EP 715442 A2 960605 (Basic)

EP 715442 A3 960731

APPLICATION (CC, No, Date): EP 95308344 951121;

PRIORITY (CC, No, Date): US 347737 941201

DESIGNATED STATES: DE; ES; FR; GB

INTERNATIONAL PATENT CLASS: H04M-001/57

ABSTRACT EP 715442 A3

This invention relates to a method and apparatus for specifying alternative phone numbers to be used as Incoming Calling Line

Identification (ICLID) numbers. When calling from a remote telephone station, the caller may provide personalized information including a telephone number and corresponding indicia, and indicate the telephone number is to be used as the ICLID number. Further, the caller may provide a personal message along with the telephone number and its accompanying indicia. Advantageously, callers may identify themselves, or for the purposes of ICLID, with their home or business telephone number even when they are calling from a different telephone station. (see image in original document)

ABSTRACT WORD COUNT: 122

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 960605 A2 Published application (Alwith Search Report  
;A2without Search Report)  
Search Report: 960731 A3 Separate publication of the European or  
International search report  
Examination: 970319 A2 Date of filing of request for examination:  
970116

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB96	886
SPEC A	(English)	EPAB96	2935
Total word count - document A			3821
Total word count - document B			0
Total word count - documents A + B			3821

24/5/9 (Item 9 from file: 348)

DIALOG(R)File 348:European Patents

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00666527

**Telephone routing system with queuing and voice messaging capabilities.**  
**Fernsprechleitweglenkungssystem mit Warteschlangeformungs- und**  
**Sprachbenachrichtigungsmöglichkeiten.**  
**Systeme d'acheminement téléphonique avec capacites de mise en file**  
**d'attente et de messagerie vocale.**

PATENT ASSIGNEE:

US WEST COMMUNICATIONS, INC., (1815210), 1801 California Street, Denver,  
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INVENTOR:

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PATENT (CC, No, Kind, Date): EP 641112 A2 950301 (Basic)  
EP 641112 A3 950920

APPLICATION (CC, No, Date): EP 94111267 940720;

PRIORITY (CC, No, Date): US 96945 930726

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/50 ; H04M-003/42 ; H04Q-003/64;  
H04M-003/46

ABSTRACT EP 641112 A2

A telephone routing system for use with a programmable central office switch (26) and a voice messaging system (24), wherein the programmable central office switch (26) is of the type that provides prioritized features such as queuing, call forward busy line and call forward don't answer to the voice messaging system (24). The telephone routing system comprises a hunt group having one or more incoming telephone lines each having an individual hunt group telephone number (56) associated with it. Each of the individual hunt group telephone numbers (56) has a call forward busy line and call forward don't answer to the voice messaging

system feature enabled but does not have a queuing feature enabled. A hunt group directory number is associated with the entire hunt group and has queuing, call forward busy line, and call forward don't answer to the voice messaging system features enabled. Calls are received by the hunt group on one of the individual hunt group telephone numbers. If all the telephone lines in the hunt group are busy, the call is forwarded to a common hunt group mailbox in the voice messaging system. The common hunt group mailbox plays a message asking if the caller wishes to leave a message or be placed in a queue. If the caller wants to be placed in a queue, the call is forwarded from the hunt group mailbox to the hunt group directory number. If all the telephone lines in the hunt group are still busy and an empty slot exists in the queue, then the call is placed in the queue. If all the telephone lines in the hunt group are still busy and there are no empty slots in the queue, the call is retrieved by the voice messaging system back to the common voice message mailbox, where the caller is instructed to leave a message or call again later. (see image in original document)

ABSTRACT WORD COUNT: 320

LEGAL STATUS (Type, Pub Date, Kind, Text):

Assignee: 000517 A2 Transfer of rights to new applicant: US West, Inc. (2236142) 1801 California Street Denver, CO 80202 US  
MediaOne Group, Inc. (2613951) 188 Inverness Drive West, Suite 600 Englewood, Colorado 80112 US

Application: 950301 A2 Published application (A1with Search Report ;A2without Search Report)

Change: 000517 A2 Legal representative(s) changed 20000330

Change: 950913 A2 Obligatory supplementary classification (change)

Search Report: 950920 A3 Separate publication of the European or International search report

Examination: 951213 A2 Date of filing of request for examination: 951019

Examination: 980826 A2 Date of despatch of first examination report: 980708

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB95	923
SPEC A	(English)	EPAB95	3559
Total word count - document A			4482
Total word count - document B			0
Total word count - documents A + B			4482

24/5/10 (Item 10 from file: 348)

DIALOG(R)File 348:European Patents

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00581245

VOICE SERVICES EQUIPMENT

SPRECHDIENSTGERAT

EQUIPEMENT DE SERVICES VOCAUX

PATENT ASSIGNEE:

TELSIS HOLDINGS LIMITED, (1588560), Barnes Wallis Road, Segensworth East, Fareham, Hampshire PO15 5TT, (GB), (applicant designated states: AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;MC;NL;SE)

INVENTOR:

WILSON, Jeffrey 53 Kiln Road, Fareham, Hampshire PO16 70H, (GB)  
SINDEN, John, Stephen 97 St. Mary's Road, Hayling Island, Hampshire PO11 9DD, (GB)

LEGAL REPRESENTATIVE:

Pilch, Adam John Michael (50481), D. YOUNG & CO., 21 New Fetter Lane, London EC4A 1DA, (GB)

PATENT (CC, No, Kind, Date): EP 587629 A1 940323 (Basic)  
EP 587629 B1 980826

WO 9222165 921210  
APPLICATION (CC, No, Date): EP 92910962 920603; WO 92GB1000 920603  
PRIORITY (CC, No, Date): GB 91119479 910604  
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; MC; NL;  
SE  
INTERNATIONAL PATENT CLASS: H04M-003/50 ; H04M-003/54 ; H04M-003/42 ;  
H04Q-011/04  
CITED PATENTS (WO A): US 4852149 A; US 4809321 A; US 4054756 A; EP 199255 A  
; US 4696028 A; US 4825460 A; WO 9107838 A

NOTE:

No A-document published by EPO  
LEGAL STATUS (Type, Pub Date, Kind, Text):  
Application: 940323 A1 Published application (A1with Search Report  
;A2without Search Report)  
Examination: 940323 A1 Date of filing of request for examination:  
931201  
Examination: 960904 A1 Date of despatch of first examination report:  
960724  
Grant: 980826 B1 Granted patent  
Lapse: 990602 B1 Date of lapse of the European patent in a  
Contracting State: AT 980826, CH 980826, LI  
980826  
Lapse: 990602 B1 Date of lapse of the European patent in a  
Contracting State: AT 980826, CH 980826, LI  
980826  
Lapse: 990602 B1 Date of lapse of the European patent in a  
Contracting State: AT 980826, CH 980826, LI  
980826  
Lapse: 990707 B1 Date of lapse of the European patent in a  
Contracting State: AT 980826, BE 980826, CH  
980826, LI 980826  
Lapse: 990811 B1 Date of lapse of European Patent in a  
contracting state (Country, date): AT 19980826,  
BE 19980826, CH 19980826, LI 19980826, SE  
19981126,  
Oppn None: 990818 B1 No opposition filed: 19990527  
Lapse: 990908 B1 Date of lapse of European Patent in a  
contracting state (Country, date): AT  
19980826, BE 19980826, CH 19980826, LI  
19980826, FR 19990122, SE 19981126,

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9835	824
CLAIMS B	(German)	9835	779
CLAIMS B	(French)	9835	946
SPEC B	(English)	9835	4884
Total word count - document A			0
Total word count - document B			7433
Total word count - documents A + B			7433

24/5/11 (Item 11 from file: 348)  
DIALOG(R)File 348:European Patents  
(c) 2000 European Patent Office. All rts. reserv.

00490886

**Telephone apparatus with calling line identification**  
**Telefongerät mit Identifizierung der Rufleitung**  
**Appareil telephonique avec identification de la ligne appelante**  
PATENT ASSIGNEE:

NOKIA MOBILE PHONES (U.K.) LIMITED, (690342), Ashwood House, Pembroke  
Broadway, Camberley, Surrey GU15 3SP, (GB), (applicant designated  
states: CH;DE;FR;GB;LI;SE)

INVENTOR:

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LEGAL REPRESENTATIVE:

Frain, Timothy John (50185), Patent Department Nokia Mobile Phones St  
 Georges Court St Georges Road, Camberley, Surrey GU15 3QZ, (GB)  
 PATENT (CC, No, Kind, Date): EP 494526 A2 920715 (Basic)  
 EP 494526 A3 930113  
 EP 494526 B1 961030  
 APPLICATION (CC, No, Date): EP 91311709 911217;  
 PRIORITY (CC, No, Date): GB 9100620 910111  
 DESIGNATED STATES: CH; DE; FR; GB; LI; SE  
 INTERNATIONAL PATENT CLASS: H04M-001/57 ; H04M-001/66 ; H04M-001/72  
 CITED PATENTS (EP A): EP 355777 A; GB 2173069 A

ABSTRACT EP 494526 A2

A portable cellular telephone (1) capable of recognizing a Calling Line Identifications (CLI) signal. The telephone comprises a memory (100) for storing telephone numbers and a counter for storing the respective number of calls received from telephone numbers stored in the memory. Preferably the counter comprises for each number stored in the memory (100) an associated portion (counter field) of the same memory. The telephone may be adapted to display, e.g. on LCD(5), the number of calls received from telephone numbers stored in the memory (100). Hence the user can review at a glance how many times a particular caller has made an incoming call. (see image in original document)

ABSTRACT EP 494526 B1

A portable cellular telephone (1) capable of recognizing a Calling Line Identifications (CLI) signal. The telephone comprises a memory (100) for storing telephone numbers and a counter for storing the respective number of calls received from telephone numbers stored in the memory. Preferably the counter comprises for each number stored in the memory (100) an associated portion (counter field) of the same memory. The telephone may be adapted to display, e.g. on LCD(5), the number of calls received from telephone numbers stored in the memory (100). Hence the user can review at a glance how many times a particular caller has made an incoming call.

ABSTRACT WORD COUNT: 106

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 920715 A2 Published application (Alwith Search Report ;A2without Search Report)  
 Search Report: 930113 A3 Separate publication of the European or International search report  
 Examination: 930331 A2 Date of filing of request for examination: 930201  
 \*Assignee: 930714 A2 Applicant (transfer of rights) (change): NOKIA MOBILE PHONES (U.K.) LIMITED (690342) Ashwood House, Pembroke Broadway Camberley, Surrey GU15 3SP (GB) (applicant designated states: CH;DE;FR;GB;LI;SE)  
 Examination: 950426 A2 Date of despatch of first examination report: 950308  
 Grant: 961030 B1 Granted patent  
 Oppn None: 971022 B1 No opposition filed

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB96	272
CLAIMS B	(German)	EPAB96	257
CLAIMS B	(French)	EPAB96	285
SPEC B	(English)	EPAB96	3525
Total word count - document A			0
Total word count - document B			4339
Total word count - documents A + B			4339

24/5/12 (Item 12 from file: 348)  
 DIALOG(R)File 348:European Patents  
 (c) 2000 European Patent Office. All rts. reserv.

00490885

**Telephone apparatus with calling line identification**  
**Telefongerät mit Identifizierung der Rufleitung**  
**Appareil téléphonique avec identification de la ligne appelante**

**PATENT ASSIGNEE:**

NOKIA MOBILE PHONES (U.K.) LIMITED, (690342), Ashwood House, Pembroke  
Broadway, Camberley, Surrey GU15 3SP, (GB), (applicant designated  
states: DE;FR;GB)

**INVENTOR:**

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**LEGAL REPRESENTATIVE:**

Frain, Timothy John (50185), Patent Department Nokia Mobile Phones St  
Georges Court St Georges Road, Camberley, Surrey GU15 3QZ, (GB)

PATENT (CC, No, Kind, Date): EP 494525 A2 920715 (Basic)  
EP 494525 A3 930113  
EP 494525 B1 970219

APPLICATION (CC, No, Date): EP 91311708 911217;

PRIORITY (CC, No, Date): GB 9100611 910111

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: H04M-001/57 ; H04M-001/66 ; H04M-001/72

CITED PATENTS (EP A): EP 330856 A; EP 347155 A; DE 2933477 A; US 4278844 A;  
EP 355777 A; GB 2173069 A

**CITED REFERENCES (EP A):**

PATENT ABSTRACTS OF JAPAN vol. 12, no. 174 (E-612)24 May 1988  
PATENT ABSTRACTS OF JAPAN vol. 9, no. 310 (E-364)(2033) 6 December 1985;

**ABSTRACT EP 494525 A2**

A portable cellular telephone (1) capable of recognizing a Calling Line Identification (CLI) signal. The telephone comprises a memory (100) in which can be stored telephone numbers together with an associated operating instruction. For example the instruction may be for the telephone to respond with a "BUSY LINE" signal. When a call is received which includes a CLI signal the memory (100) is searched to find a number corresponding to the CLI. If a match is found the normal operating sequence is interrupted to carry out the associated instruction. Hence the telephone can respond with a "BUSY LINE" signal for calls originating from selected telephone numbers, providing a call screening facility.  
(see image in original document)

**ABSTRACT EP 494525 B1**

A portable cellular telephone (1) capable of recognizing a Calling Line Identification (CLI) signal. The telephone comprises a memory (100) in which can be stored telephone numbers together with an associated operating instruction. For example the instruction may be for the telephone to respond with a "BUSY LINE" signal. When a call is received which includes a CLI signal the memory (100) is searched to find a number corresponding to the CLI. If a match is found the normal operating sequence is interrupted to carry out the associated instruction. Hence the telephone can respond with a "BUSY LINE" signal for calls originating from selected telephone numbers, providing a call screening facility.

ABSTRACT WORD COUNT: 112

**LEGAL STATUS (Type, Pub Date, Kind, Text):**

Application: 920715 A2 Published application (A1with Search Report  
;A2without Search Report)  
Search Report: 930113 A3 Separate publication of the European or  
International search report  
Examination: 930331 A2 Date of filing of request for examination:  
930201  
\*Assignee: 930714 A2 Applicant (transfer of rights) (change): NOKIA  
MOBILE PHONES (U.K.) LIMITED (690342) Ashwood  
House, Pembroke Broadway Camberley, Surrey GU15  
3SP (GB) (applicant designated states:  
DE;FR;GB)  
Examination: 950419 A2 Date of despatch of first examination report:  
950307  
Grant: 970219 B1 Granted patent  
Oppn None: 980211 B1 No opposition filed

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB97	238
CLAIMS B	(German)	EPAB97	235
CLAIMS B	(French)	EPAB97	258
SPEC B	(English)	EPAB97	3361
Total word count - document A			0
Total word count - document B			4092
Total word count - documents A + B			4092

**24/5/13 (Item 13 from file: 348)**

DIALOG(R)File 348:European Patents

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00490884

**Telephone apparatus with calling line identification**

**Telefonapparat mit Anruferidentifikation**

**Telephone avec identification de l'appelleur**

PATENT ASSIGNEE:

NOKIA MOBILE PHONES (U.K.) LIMITED, (690342), Ashwood House, Pembroke  
Broadway, Camberley, Surrey GU15 3SP, (GB), (applicant designated  
states: CH;DE;FR;LI;SE)

INVENTOR:

Martensson, Nils Erik, Long Acre, Hook Heath Gardens, Woking, Surrey GU22  
0QG, (GB)

LEGAL REPRESENTATIVE:

Frain, Timothy John (50185), Patent Department Nokia Mobile Phones St  
Georges Court St Georges Road, Camberley, Surrey GU15 3QZ, (GB)

PATENT (CC, No, Kind, Date): EP 498997 A2 920819 (Basic)  
EP 498997 A3 921216  
EP 498997 B1 970604

APPLICATION (CC, No, Date): EP 91311707 911217;

PRIORITY (CC, No, Date): GB 9100656 910111

DESIGNATED STATES: CH; DE; FR; LI; SE

INTERNATIONAL PATENT CLASS: **H04M-001/57**

CITED PATENTS (EP A): US 4873719 A

ABSTRACT EP 498997 A2

A portable cellular telephone (1) capable of recognizing a Calling Line Identification (CLI) signal. The telephone comprises a memory (100) in which can be stored telephone numbers together with associated text, e.g. the name of the subscriber. When a call is received which includes a CLI signal the memory 100 is searched to find a number corresponding to the CLI. If a match is found the telephone displays not only the CLI number stored in the memory (100) but also the associated text, thus making it far easier for the user to identify the caller. (see image in original document)

ABSTRACT WORD COUNT: 102

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 920819 A2 Published application (A1with Search Report  
;A2without Search Report)  
Search Report: 921216 A3 Separate publication of the European or  
International search report  
Examination: 930317 A2 Date of filing of request for examination:  
930119  
\*Assignee: 930602 A2 Applicant (transfer of rights) (change): NOKIA  
MOBILE PHONES (U.K.) LIMITED (690342) Ashwood  
House, Pembroke Broadway Camberley, Surrey GU15  
3SP (GB) (applicant designated states:  
CH;DE;FR;GB;LI;SE)  
Examination: 950419 A2 Date of despatch of first examination report:  
950307  
Change: 970129 A2 Designated Contracting States (change)  
Grant: 970604 B1 Granted patent  
Oppn None: 980527 B1 No opposition filed ~

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB97	598
CLAIMS B	(German)	EPAB97	536
CLAIMS B	(French)	EPAB97	621
SPEC B	(English)	EPAB97	3841
Total word count - document A			0
Total word count - document B			5596
Total word count - documents A + B			5596

24/5/14 (Item 14 from file: 348)  
DIALOG(R)File 348:European Patents  
(c) 2000 European Patent Office. All rts. reserv.

00488324

**Server of integrated services for telephone communication system**  
**Dienste integrierenden Anbieter fur ein Fernsprechkommunikationssystem**  
**Serveur de services integres pour un systeme de communication telefonique**  
PATENT ASSIGNEE:

Converse Network Systems, Inc., (2473550), 100 Quannapowitt Parkway,  
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all)

INVENTOR:

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LEGAL REPRESENTATIVE:

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PATENT (CC, No, Kind, Date): EP 480634 A2 920415 (Basic)  
EP 480634 A3 931124  
EP 480634 B1 991027

APPLICATION (CC, No, Date): EP 91309086 911003;

PRIORITY (CC, No, Date): US 594648 901009

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: H04Q-011/04; **H04M-011/06** ; **H04M-003/42**

CITED PATENTS (EP A): EP 382212 A; EP 309993 A; US 4769719 A

CITED PATENTS (EP B): EP 309993 A; EP 382212 A; US 4769719 A

CITED REFERENCES (EP A):

NEC RESEARCH AND DEVELOPMENT, SPECIAL ISSUE 1985, TOKYO JP pages 225 -  
235 FUJITA ET AL. 'NEAX2400 Information Management System (IMS)'

AT & T TECHNOLOGY vol. 4, no. 2, 1989, SHORT HILLS, NEW JERSEY US pages 2  
- 5 , XP086281 CROAK 'Unified messaging will deliver the message';

CITED REFERENCES (EP B):

NEC RESEARCH AND DEVELOPMENT, SPECIAL ISSUE 1985, TOKYO JP pages 225 -  
235 FUJITA ET AL. 'NEAX2400 Information Management System (IMS)'

AT & T TECHNOLOGY vol. 4, no. 2, 1989, SHORT HILLS, NEW JERSEY US pages 2  
- 5 , XP086281 CROAK 'Unified messaging will deliver the message';

ABSTRACT EP 480634 A2

An integrated services platform for a telephone communication system includes a plurality of application processing ports for providing different types of information services through the telephone communication system. A master control unit (24) and a high speed digital switch (26) control processing of incoming phone calls to a recognize the type of service being requested by a subscriber and non-subscriber, and route the call to the appropriate application processing port which is capable of providing the requested service. Application processing ports can be provided to implement a number of information services including videotex, voice, speech synthesis, E-mail, facsimile store and forward,



speech recognition, telex, residential call answering, business voice messaging, home shopping, classified advertising, trucking dispatch, doctor's register and automated attendant. In this manner, a centrally located services platform can be provided to provide a number of different types of service to the user. (see image in original document)

ABSTRACT WORD COUNT: 151

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Oppn None: 001011 B1 No opposition filed: 20000728  
Application: 920415 A2 Published application (Alwith Search Report  
;A2without Search Report)  
Search Report: 931124 A3 Separate publication of the European or  
International search report  
Examination: 940720 A2 Date of filing of request for examination:  
940517  
Examination: 970319 A2 Date of despatch of first examination report:  
970131  
Change: 990602 A2 Representative (change)  
\*Assignee: 990602 A2 Applicant (transfer of rights) (change):  
Comverse Network Systems, Inc. (2473550) 100  
Quannapowitt Parkway Wakefield, Massachusetts  
01880 (US) (applicant designated states:  
AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)  
\*Assignee: 990602 A2 Previous applicant in case of transfer of  
rights (change): BOSTON TECHNOLOGY INC.  
(1419660) 100 Quannapowitt Parkway Wakefield,  
Massachusetts 01880 (US) (applicant designated  
states:  
AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)  
Change: 990616 A2 Title of invention (French) (change)  
Change: 990804 A2 Title of invention (French) (change)  
Grant: 991027 B1 Granted patent

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9943	1203
CLAIMS B	(German)	9943	980
CLAIMS B	(French)	9943	1407
SPEC B	(English)	9943	11641
Total word count - document A			0
Total word count - document B			15231
Total word count - documents A + B			15231

24/5/15 (Item 15 from file: 348)

DIALOG(R)File 348:European Patents

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00358782

**Electronic audio communication system with user controlled message address  
System zur elektronischen Ubermittlung von Audiosignalen mit  
Nachrichtenadresssteuerung durch den Anwender  
Systeme de communication electronique de signaux audio dans lequel  
l'adresse de message est selectionnee par l'utilisateur**

PATENT ASSIGNEE:

VMX INC., (1659190), 2115 O'Nel Drive, San Jose, California 95131, (US),  
(applicant designated states: AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

Matthews, Gordon Houston, 3700 Lost Creek Boulevard, Austin Texas 78735,  
(US)

Tansil, Thomas Beryl, 3916 Greenbrier, Dallas Texas 75225, (US)

Fannin, Michael Lowe, 6706, Churchill Way, Dallas Texas 75230, (US)

LEGAL REPRESENTATIVE:

Schmidt, Steffen J. et al (70551), Patentanwalt Steffen J. Schmidt,  
Kazmaistrasse 26, Postfach 12 14 27, 80036 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 336524 A2 891011 (Basic)

EP 336524 A3 891129  
EP 336524 B1 940105  
APPLICATION (CC, No, Date): EP 89201723 830922;  
PRIORITY (CC, No, Date): US 427640 820929; US 427687 820929; US 428161  
820929

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE  
RELATED PARENT NUMBER(S) - PN (AN):  
EP 106575

INTERNATIONAL PATENT CLASS: H04M-003/50

CITED PATENTS (EP A): EP 29938 A

CITED REFERENCES (EP A):

1982 INTERNATIONAL ZURICH SEMINAR ON DIGITAL COMMUNICATIONS, Zurich, 9th  
- 11th March 1982, pages 63-67; A.J. LINCOLN: "User interface design  
for digital voice mail systems"

WESCON CONFERENCE RECORD, vol. 25, September 1981, pages 1-8, El Segundo,  
CA, US; L.E. BERGERON et al.: "Voice store and forward for the  
automated office";

ABSTRACT EP 336524 A2

An advanced electronic telecommunications system is provided for the  
deposit, storage and delivery of audio messages to both user and  
non-users with limited access provided to the non-user under the control  
of the user. A Voice Message System (10) interconnects multiple. private  
exchanges (12) of a subscriber with a central telephone office (22).  
Individual subscriber users may access the Voice Message System (10)  
through ON NET telephones (18) or OFF NET telephones (24). Selected  
non-users may be allowed access through the OFF NET telephones (24), the  
scope of the access of the selected non-users determined by a subscriber  
user. The Voice Message System (10) includes an administrative subsystem  
(60), called processor subsystem (62) and a data storage subsystem (64).  
The Voice Message System (10) enables the user to deposit a message in  
data storage subsystem (64) for automatic delivery to other addresses  
connected to the system. The user is also able to deposit a message in a  
receive-only portion of the data subsystem (60) for access by a selected  
non-user. The Voice Message System (10) also enables a user to access the  
system to determine if any messages have been in data storage subsystem  
(64) for him. Prerecorded instructional messages are deposited in the  
data storage subsystem (64) for instructing a user or a selected non-user  
on their progress in using the system.

ABSTRACT WORD COUNT: 227

LEGAL STATUS (Type, Pub Date, Kind, Text):

Lapse: 20000209 B2 Date of lapse of European Patent in a  
contracting state (Country, date): AT  
19940105, BE 19970930, CH 19940105, LI  
19940105, LU 19970930, NL 19980401,  
Application: 891011 A2 Published application (A1with Search Report  
;A2without Search Report)  
Change: 891018 A2 Representative (change)  
Search Report: 891129 A3 Separate publication of the European or  
International search report  
Change: 891213 A2 Inventor (change)  
Examination: 900704 A2 Date of filing of request for examination:  
900502  
Examination: 920729 A2 Date of despatch of first examination report:  
920616  
Change: 930630 A2 Representative (change)  
\*Assignee: 931208 A2 Applicant (transfer of rights) (change): VMX  
INC. (1659190) 2115 O'Nel Drive San Jose,  
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states: AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)  
Grant: 940105 B1 Granted patent  
Lapse: 940803 B1 Date of lapse of the European patent in a  
Contracting State: CH 940105, LI 940105  
Lapse: 940803 B1 Date of lapse of the European patent in a  
Contracting State: CH 940105, LI 940105  
Lapse: 941117 B1 Date of lapse of the European patent in a  
Contracting State: AT 940105, CH 940105, LI

940105

Oppn: 941130 B1 Opposition 01/941005 Alcatel N.V.;  
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\*Oppn: 970514 B1 Opposition (change) 01/941005 Alcatel N.V.;  
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(Representative:) Pohl, Herbert, Dipl.-Ing.;  
Alcatel Alsthom, Postfach 30 09 29; 70449  
Stuttgart; (DE)

Lapse: 980722 B1 Date of lapse of the European patent in a  
Contracting State: AT 940105, CH 940105, LI  
940105, NL 980401

Lapse: 981111 B1 Date of lapse of the European patent in a  
Contracting State: AT 940105, BE 970930, CH  
940105, LI 940105, NL 980401

Amended: 990113 B2 Maintenance of the European patent as amended  
LANGUAGE (Publication, Procedural, Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9902	816
CLAIMS B	(German)	9902	840
CLAIMS B	(French)	9902	899
SPEC B	(English)	9902	20037
Total word count - document A			0
Total word count - document B			22592
Total word count - documents A + B			22592

24/5/16 (Item 16 from file: 348)  
DIALOG(R) File 348: European Patents  
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00281818

**AUTOMATIC SPEECH RECOGNITION TO SELECT AMONG CALL DESTINATIONS.**  
**AUTOMATISCHE SPRACHERERKENNUNG ZUM WAHLEN ZWISCHEN ANRUFBESTIMMUNGEN.**  
**RECONNAISSANCE AUTOMATIQUE DE LA PAROLE SERVANT A EFFECTUER UNE SELECTION**  
**PARMI PLUSIEURS DESTINATIONS D'APPEL.**

PATENT ASSIGNEE:

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PATENT (CC, No, Kind, Date): EP 343160 A1 891129 (Basic)  
EP 343160 B1 920708  
WO 8805985 880811

APPLICATION (CC, No, Date): EP 87905386 870731; WO 87US1885 870731

PRIORITY (CC, No, Date): US 9259 870130

DESIGNATED STATES: GB

INTERNATIONAL PATENT CLASS: H04Q-003/42; H04M-003/42 ; H04M-007/00

CITED PATENTS (WO A): EP 105441 A

CITED REFERENCES (EP A):

See also references of WO8805985;

CITED REFERENCES (WO A):

IEEE Communications Magazine, Volume 22, No. 10, October 1984, (New York,  
US), G.A. RAACK et al.: "Customer Control of Network Services", pages  
8-14 see page 8, line 40 - page 10, right-hand column, line 24

GLOBECOM '85 IEEE Global Telecommunications Conference, 2-5 December  
1985, New Orleans, Louisiana, Volume 3 of 3, IEEE, (US), C.M. BUSS:

"Tuning the Human/Machine Interface for AT&T Advanced 800 Service", see pages 35.3.1 - 35.3.4

PATENT ABSTRACTS OF JAPAN, Volume 6, No. 243 (E-145) (1121), 2 December 1982, & JP, A, 57141166 (Tokyo Shibaura Denki K.K.) 1 September 1982

PATENT ABSTRACTS OF JAPAN, Volume 6, No. 222 (E-140) (1100), 6 November 1982, & JP, A, 57125564 (Nippon Denki K.K.) 4 August 1982;

NOTE:

No A-document published by EPO

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 891129 A1 Published application (A1with Search Report  
;A2without Search Report)

Examination: 891129 A1 Date of filing of request for examination:  
890718

Examination: 911113 A1 Date of despatch of first examination report:  
910927

Grant: 920708 B1 Granted patent

Oppn None: 930630 B1 No opposition filed

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	656
CLAIMS B	(German)	EPBBF1	605
CLAIMS B	(French)	EPBBF1	850
SPEC B	(English)	EPBBF1	4553
Total word count - document A			0
Total word count - document B			6664
Total word count - documents A + B			6664

24/5/17 (Item 17 from file: 349)

DIALOG(R)File 349:PCT Fulltext

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00742663

TELEPHONE NUMBER/WEB PAGE LOOK-UP APPARATUS AND METHOD

APPAREIL ET PROCEDE DE RECHERCHE DE PAGE WEB/NUMERO DE TELEPHONE

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200056049 A1 20000921 (WO 0056049)

Application: WO 2000US6593 20000315 (PCT/WO US0006593)

Priority Application: US 99268127 19990315

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class: H04M-003/42

International Patent Class: H04M-003/487 ; H04M-003/51

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 11255

#### English Abstract

A telephone number/Web page look-up apparatus (Fig. 5) may be implemented in a telephone answering apparatus (15) for answering telephone calls made to telephone numbers to be answered by the answering apparatus. The answering apparatus includes a storage device (16) storing information linking at least one of the telephone numbers for which telephone calls are being answered to a uniform resource locator (URL) identifying a page on the World Wide Web (Web page) associated with the telephone number. A look-up device (18) looks up the telephone number of each call answered and if found in the storage device, retrieves the URL identifying the Web page associated with the telephone number. A Web page display device (18) displays on display (12) the Web page associated with the telephone number in response to the retrieved URL.

#### French Abstract

L'invention concerne un appareil de recherche de page Web ou de numero de telephone, que l'on peut installer sur un repondeur telephonique (15) destine a repondre aux appels telephoniques des numeros de telephone correspondants aux appels que le repondeur prend en charge. Ce repondeur comprend un dispositif de stockage (16) qui stocke des informations reliant au moins un numero de telephone correspondant a l'appel telephonique pris en charge par le repondeur a un identificateur uniforme de ressources (URL) qui identifie une page sur le Web (page Web) associee au numero de telephone, un dispositif de recherche (18) qui recherche le numero de telephone de chaque appel pris en charge par le repondeur dans le dispositif de stockage, et, si le numero de telephone se trouve dans le dispositif de stockage, ledit dispositif de recherche extrait du dispositif de stockage l'URL qui identifie la page Web associee au numero de telephone. Ce repondeur telephonique comprend egalement un ecran (12), et un dispositif d'affichage de page (18) qui affiche sur l'ecran la page Web associee au numero de telephone de l'appel pris en charge par le repondeur telephonique en reponse a l'URL extrait du dispositif de stockage.

Legal Status (Type, Date, Text)

Publication 20000921 A1 With international search report.

**24/5/18 (Item 18 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00741576

#### **SPEAKERPHONE IS ALSO MODULE FOR VIDEO CONFERENCING SYSTEM TELEPHONE A HAUT-PARLEUR SERVANT EGALEMENT DE MODULE POUR SYSTEME DE VIDEOCONFERENCE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200054502 A1 20000914 (WO 0054502)  
Application: WO 2000EP1344 20000218 (PCT/WO EP0001344)  
Priority Application: US 99264058 19990308

Designated States: AU BR CN JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

Main International Patent Class: H04N-007/14

International Patent Class: **H04M-001/725**

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description  
Claims  
Fulltext Word Count: 6340

#### English Abstract

A communication system has a speakerphone and a physically separate sub-system interfacing the speakerphone to a network. The sub-system comprises either a wallmount device for interfacing to a telephone network or a sub-system for video conferencing. The speakerphone and the sub-system communicate through a digital proprietary protocol, e.g., time-division multiplexed. By physically separating the system into a speakerphone and a sub-system that interfaces to the network, the same speakerphone can be used for audio conferencing when used with the appropriate wallmount, and also as audio accessory to a video conferencing system that handles the same protocol.

#### French Abstract

Cette invention se rapporte a un systeme de communication comprenant un telephone a haut-parleur et un sous-systeme physiquement separe servant d'interface entre le telephone a haut-parleur et un reseau. Le sous-systeme comporte soit un dispositif a montage mural servant d'interface avec un reseau telephonique soit un sous-systeme de videoconference. Le telephone a haut-parleur et le sous-systeme communiquent par l'intermediaire d'un protocole prioritaire numerique, par exemple a multiplexage par repartition dans le temps. En separant physiquement le systeme en un telephone a haut-parleur et en un sous-systeme servant d'interface avec le reseau, le meme telephone a haut-parleur peut servir pour des conferences telephoniques, lorsqu'il est utilise avec le montage mural approprie, et egalement comme accessoire audio pour un systeme de videoconference qui utilise le meme protocole.

Legal Status (Type, Date, Text)

Publication 20000914 A1 With international search report.

24/5/19 (Item 19 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00722199

#### **AN INTEGRATED, INTERACTIVE TELEPHONE AND COMPUTER NETWORK COMMUNICATIONS SYSTEM**

#### **SYSTEME INTEGRE ET INTERACTIF DE COMMUNICATION DE RESEAU D'ORDINATEUR ET DE TELEPHONE**

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**SHEPHERD Darryl** , SHEPHERD, Darryl , Apt. B, 365 St. John's Place, New  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 0035164 A1 20000615 (WO 200035164)

Application: WO 99US29233 19991208 (PCT/WO US9929233)

Priority Application: US 98207954 19981209

Designated States: AT AU BR CA CN CR CZ DE DK ES FI GB HU ID IL IN IS JP KR  
MX NO NZ PL RU SE SG TR US ZA AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

Main International Patent Class: **H04L-029/06** ;

International Patent Class: **G06F-017/60** ; **H04M-011/00** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 10052

#### English Abstract

A method comprising the steps of: receiving via Internet (16) a time, a date and a **telephone** number for a reminder call (such as a wakeup call); storing in a database (22) the time, date and **telephone** number of the reminder **telephone** call; and delivering to the subscriber via **telephone** (14ba, 14b, 14c) the reminder **telephone** call; and delivering to the subscriber via **telephone** (14ba, 14b, 14c) the reminder **telephone** call at the specified time, date and **telephone** number. In one embodiment, the reminder call comprises a marketing message. In another embodiment, the method further comprises the steps of: receiving via the Internet (16) demographic information (102) corresponding to the subscriber; matching the marketing message to the demographic information (130); and delivering the matched marketing message to the subscriber during the reminder **telephone** call (132). In other embodiments, the method further comprises the steps of receiving via the Internet (16) a personal reminder message or a selection for information, and delivering the personal reminder message or selected information to the subscriber during the reminder **telephone** call (132).

#### French Abstract

La presente invention concerne un procede qui consiste a recevoir via l'Internet (16) une heure, une date et un numero de **telephone** pour un rappel **telephone** (tel qu'un rappel de reveil), a stocker, dans une base de donnees (22), l'heure, la date et le numero de **telephone** du rappel **telephone**, et a effectuer, a l'aide du **telephone** (14a, 14b, 14c), le rappel destine a l'abonne a l'heure, a la date et au numero de **telephone** specifiques. Dans une realisation, le rappel **telephone** comporte un message marketing. Dans une autre realisation, le procede consiste en outre a recevoir via l'Internet (16) une information demographique (102) correspondant a l'abonne, a faire correspondre le message marketing a l'information demographique, et (130) a delivrer le message marketing correspondant a l'abonne durant le rappel **telephone** (132). Dans d'autres realisations, le procede consiste en outre a recevoir via l'Internet (16) un message de rappel personnel ou un choix pour des informations, et a delivrer le message de rappel personnel ou l'information choisie a l'abonne lors du rappel **telephone** (132).

Legal Status (Type, Date, Text)

Examination 20000914 Request for preliminary examination prior to end of 19th month from priority date

**24/5/20 (Item 20 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00720567

**INTERACTIVE MEDIA SYSTEM**

**SYSTEME DE MEDIA INTERACTIF**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 0033533 A1 20000608 (WO 200033533)

Application: WO 99GB3183 19990923 (PCT/WO GB9903183)

Priority Application: GB 9826640 19981203

Designated States: AU CA CN IL IN JP KR SG AT BE CH CY DE DK ES FI FR GB GR  
IE IT LU MC NL PT SE  
Main International Patent Class: H04L-029/06 ;  
Publication Language: English  
Filing Language: English  
Fulltext Availability:  
Detailed Description  
Claims  
Fulltext Word Count: 16793

#### English Abstract

An interactive media system comprises a user interface (113, 116; 203; 306, 307, 308, 309) and a server (101; 204; 301). The user interface comprises an output device having a visual output user interface part (115, 118; 205; 306, 307) located for private use and user input means (115, 118; 206; 308, 309) located for use by a user concurrently with the output user interface part. The server (101; 204; 301) comprises a state machine (3a, 3b, 3c; 5, 6a, 6b, 6c; 7a, 7b, 7c, 9a, 9b, 9c), an input routing means (1; 5; 8) for receiving a message from the user input means, the message comprising a session **reference** and data, and for routing at least the data part a received message to the state machine in dependence on the session **reference**, and output routing means (4; 5; 8) for routing messages, comprising at least a destination **reference** and control data for the output device, and for routing said control data to the output device in dependence on said destination **reference**. The state machine is responsive to data routed to it by the input router to generate a message, comprising at least a destination **reference**. The system can be used < i> inter alia < /i> for providing HTML-based communication using short message service messages, electronic commerce and interactive television.

#### French Abstract

L'invention concerne un systeme de media interactif. Ce systeme comprend une interface utilisateur (113, 116; 203; 306, 307, 308, 309) et un serveur (101; 204; 301). L'interface utilisateur comprend un dispositif de sortie avec une partie d'interface utilisateur de sortie visuelle (115, 118; 205; 306, 307) prevue pour une utilisation privree et un moyen d'entree utilisateur (115, 118; 206; 308; 309) prevu pour etre utilise par un utilisateur en meme temps que la partie d'interface utilisateur de sortie. Le serveur (101; 204; 301) comprend une machine d'etat (3a, 3b, 3c; 5, 6a, 6b, 6c; 7a, 7b, 7c, 9a, 9b, 9c), un moyen d'acheminement d'entree (1; 5; 8) pour recevoir un message du moyen d'entree utilisateur, qui comprend une **reference** de session et des donnees, et pour acheminer au moins une partie des donnees d'un message recu a la machine d'etat en fonction de la **reference** de session. Le serveur comprend egalement des moyens d'acheminement de sortie (4; 5; 8) pour acheminer des messages, comprenant au moins une **reference** de destination et des donnees de commande pour le dispositif de sortie, et pour acheminer lesdites donnees de commande vers le dispositif de sortie en fonction de ladite **reference** de destination. La machine d'etat agit en reponse aux donnees qu'elle a recues par le dispositif d'acheminement d'entree pour generer un message comprenant au moins un **reference** de destination. Ce systeme peut etre utilise entre autres pour fournir une communication en base HTML a l'aide de messages du service d'envoi de messages courts, et pour le commerce electronique et la television interactive.

#### Legal Status (Type, Date, Text)

Examination 20000908 Request for preliminary examination prior to end of  
19th month from priority date

24/5/21 (Item 21 from file: 349)  
DIALOG(R)File 349:PCT Fulltext  
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00718976

SILENT ALERT SYSTEM



**SYSTEME D'ALERTE SILENCIEUX**

Patent Applicant/Assignee:

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Inventor(s):

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ITZHAK Barry, ITZHAK, Barry , Arbel St. 36, 71908 Reut , IL

Patent and Priority Information (Country, Number, Date):

Patent: WO 0031952 A1 20000602 (WO 200031952)

Application: WO 98IL573 19981124 (PCT/WO IL9800573)

Priority Application: WO 98IL573 19981124

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV

MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG

US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT

BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA

GN GW ML MR NE SN TD TG

Main International Patent Class: **H04M-011/02** ;

International Patent Class: **H04M-001/66** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 5735

**English Abstract**

An inaudible alert system, comprising: a connection to a communication line, which line carries, at times, an audible-alert signal which causes a communications device connected to the line to sound an audible alert; and a filter which removes the audible-alert signal from the communications line.

**French Abstract**

L'invention concerne un systeme d'alerte inaudible qui comprend : une connexion a une ligne de communication, laquelle ligne achemine, par moments, un signal d'alerte audible qui a pour effet de generer une alerte audible via un dispositif de communication connecte a la ligne, et un filtre qui supprime le signal d'alerte audible de la ligne de communication.

Legal Status (Type, Date, Text)

Change 20000810 Designations withdrawn after international publication: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CU, CZ, DE, DK, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IS, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW; AP (GH, GM, KE, LS, MW, SD, SZ, UG, ZW); EA (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM); OA (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG)

Examination 20001005 Request for preliminary examination prior to end of 19th month from priority date

**24/5/22 (Item 22 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00711193

**ENHANCED CALL WAITING**

**MISE EN ATTENTE D'APPEL AMELIOREE**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 0024183 A1 20000427 (WO 200024183)  
Application: WO 98US22051 19981019 (PCT/WO US9822051)  
Priority Application: WO 98US22051 19981019

Designated States: AU CA JP KR SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

Main International Patent Class: **H04M-003/42** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 13631

English Abstract

A method of and apparatus for providing telecommunication services to a user (10) is disclosed. When the user (10) is engaged in a first **telephone** call via a **telephone** switch (20) with a first caller (11), and a second caller (12) attempts to place a second **telephone** call to the user (10) via the **telephone** switch (20), the method and apparatus advise the second caller (12) that the user (10) is engaged in a **telephone** conversation and allow the second caller (12) to determine whether to interrupt the user (10) or choose another alternative. The user (10) can then decide whether to accept the second **telephone** call from the second caller (12), putting the first caller (11) on hold, or to refuse the second **telephone** call. An alternative embodiment is disclosed where the user (10) is advised of the identity of the second caller (12), and then the user (10) can decide whether to accept or deny the second **telephone** call from the second caller (12). If the second **telephone** call from the second caller (12) is denied, the **second caller** (12) is transferred to a **message** center. Another alternative embodiment enables the user (10) to previously authorize certain callers to interrupt a current call with a new call.

French Abstract

Cette invention concerne un procede et un appareil permettant d'offrir des services de telecommunication a un utilisateur (10). Lorsque l'utilisateur (10) est engage dans un premier appel telephonique, par le biais d'un commutateur telephonique (20), avec un premier appelant (11) et qu'un second appelant (12) essaye d'effectuer un second appel telephonique vers l'utilisateur (10) par le biais dudit commutateur (20), ce procede et cet appareil permettent d'avertir le second appelant (12) que l'utilisateur (10) est engage dans une conversation telephonique, et lui permettent egalement d'interrompre l'utilisateur (10) ou de choisir une autre alternative. L'utilisateur (10) peut alors decider d'accepter le second appel telephonique du second appelant (12), mettant ainsi le premier appelant (11) en attente, ou refuser le second appel telephonique. Dans un autre mode de realisation, l'utilisateur (10) est averti de l'identite de second appelant (12), et peut ainsi decider de prendre ou de refuser le second appel telephonique du second appelant (12). Si le second appel telephonique du second appelant (12) est refuse, ce dernier est transfere vers un centre de messages. Dans un autre mode de realisation encore, l'utilisateur (10) peut autoriser prealablement certains appelants a interrompre un appel en cours par un nouvel appel.

Legal Status (Type, Date, Text)

Examination 20000831 Request for preliminary examination prior to end of  
19th month from priority date

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00670952

**PERSONALIZED INFORMATION SYSTEM  
SYSTEME D'INFORMATIONS PERSONNALISEES**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9955058 A1 19991028

Application: WO 99IL206 19990416 (PCT/WO IL9900206)

Priority Application: IL 124117 19980416; IL 128324 19990201

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD

RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF

CG CI CM GA GN GW ML MR NE SN TD TG

Main International Patent Class: H04M-001/00 ;

International Patent Class: H04M-001/56 ; H04M-003/00 ; H04M-011/00 ;  
H04M-015/06 ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 22251

**English Abstract**

A method of information search comprising an externally maintained database (40, 42, 48) or a personal database (10) of telephone numbers to provide a search criteria and match the search criteria against the two databases to generate a single list of search results. The externally maintained database (40, 42, 48) and the personal database (10) may each be stored locally and/or at a remote location. Preferably, the remote location is at a telephone company (48).

**French Abstract**

Un procede de recherche d'informations consiste a fournir une base de donnees (40, 42, 48) mise a jour exterieurement d'une base de donnees personnelles (10) de numeros telephoniques pour fournir un critere de recherche et a mettre en correspondance le critere de recherche avec les deux bases de donnees pour produire une seule liste de resultats de recherche. La base de donnees (40, 42, 48) mise a jour exterieurement et la base de donnees personnelle (10) peuvent, chacune, etre stockees localement et/ou en un emplacement distant. De preference, l'emplacement distant est une compagnie de telephone (48).

**24/5/24 (Item 24 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00663181

**ELECTRONIC CALL ASSISTANT  
ASSISTANT D'APPEL ELECTRONIQUE**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9946918 A1 19990916

Application: WO 99EP1012 19990218 (PCT/WO EP9901012)

Priority Application: EP 98200742 19980309

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU  
LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA  
UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM  
AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM  
GA GN GW ML MR NE SN TD TG

Main International Patent Class: **H04M-003/50** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 9363

#### English Abstract

A method and apparatus for communication by means of an electronic call assistant which is able to operate in at least either a background mode or in a foreground mode wherein: the electronic call assistant is arranged to arrange waiting tasks in a priority list in accordance with a priority sequence; and the foreground mode comprises at least a guiding mode which is entered by the electronic call assistant as soon as a user has switched the electronic call assistant from its background to its foreground mode and in which the electronic call assistant controls carrying out the waiting tasks in accordance with the priority sequence of the waiting tasks in the priority list.

#### French Abstract

L'invention concerne un procede et un appareil de communication au moyen d'un assistant d'appel electronique capable de fonctionner en mode arriere-plan et/ou en mode avant-plan, dans lequel l'assistant d'appel electronique est agence pour gerer des taches en attente dans une liste de priorites selon une sequence prioritaire, et le mode avant-plan comprend au moins un mode de guidage entre par l'assistant d'appel electronique des qu'un utilisateur a commute l'assistant d'appel electronique de son mode d'arriere-plan en mode d'avant-plan et dans lequel l'assistant d'appel electronique gere l'execution des taches en attente selon la sequence prioritaire des taches en attente dans la liste de priorites.

**24/5/25 (Item 25 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00631661

#### **SIMPLIFIED TRAINING OF VOICE DIALING SYSTEMS**

#### **FORMATION SIMPLIFIEE DE SYSTEMES DE COMPOSEUR TELEPHONIQUE VOCAL**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9914928 A1 19990325

Application: WO 98US19816 19980915 (PCT/WO US9819816)

Priority Application: US 9758843 19970915

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ  
VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH  
CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW  
ML MR NE SN TD TG

Main International Patent Class: **H04M-003/50** ;

International Patent Class: H04Q-003/00;  
Publication Language: English  
Filing Language: English  
Fulltext Availability:  
Detailed Description  
Claims  
Fulltext Word Count: 3521

#### English Abstract

The present invention provides a method and system for storing a telephone number and additional access codes or menu selections as string data in association with a user-defined directory entry. The telephone number and access codes or menu selections are typically used to access an information service or network feature utilizing a voice activated dialing system. Once a user-defined entry and associated string data are stored, the user may speak the directory entry to cause the system to retrieve the corresponding string data so it may be used to access or control the information service. The system includes a call processor for identifying a user spoken command and a recognition subsystem for storing and retrieving a command string with a user-defined directory entry. The recognition subsystem captures a command string and stores it with a user-defined directory entry in response to the identified command being a training command. Commands identified as containing previously defined directory entries cause the recognition subsystem to retrieve the corresponding command string for manipulating an information system.

#### French Abstract

Cette invention concerne un procede et un systeme permettant de conserver en memoire un numero de telephone et des codes d'accès ou des selections de menus supplementaires sous forme de suites de donnees en association avec une entree de repertoire definie par l'utilisateur. Le numero de telephone et les codes d'accès ou les selections par menu sont specifiquement utilises pour acceder a un service d'information ou a une caracteristique de reseau au moyen d'un systeme de numerotation commandee par la voix. Lorsqu'une entree definie par l'utilisateur et des suites de donnees associees sont conservees en memoire, l'utilisateur peut enoncer oralement l'entree du repertoire pour demander au systeme de retrouver les suites de donnees correspondantes pour lui permettre d'accéder au service d'information ou pour commander ce dernier. Le systeme comprend un processeur d'appel qui identifie une commande enoncee par l'utilisateur et un sous-systeme de reconnaissance qui place en memoire et retrouve une chaine de commande avec une entree de repertoire definie par l'utilisateur. Le sous-systeme de reconnaissance fait l'acquisition d'une chaine de commande et la place en memoire avec une entree du repertoire definie par l'utilisateur en reponse a l'identification de la commande caracterisee comme commande de formation. Les commandes qui sont identifiees comme contenant des entrees de repertoire precedemment definies demandent au sous-systeme de reconnaissance de retrouver la chaine de commande correspondante pour manipuler un systeme d'information.

24/5/26 (Item 26 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00609481

#### **SYSTEM AND METHOD FOR IMPLEMENTING CALL WAITING FUNCTIONS OVER A NETWORK PROCEDE ET DISPOSITIF DE MISE EN OEUVRE DE LA FONCTION DE SIGNAL D'APPEL DANS L'ENSEMBLE D'UN RESEAU**

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9854871 A1 19981203

Application: WO 98US10451 19980520 (PCT/WO US9810451)

Priority Application: US 9747262 19970521; US 9763631 19971027

Designated States: CA JP AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT  
SE

Main International Patent Class: H04L-012/28 ;

International Patent Class: H04L-012/56 ; H04M-003/42 ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 4920

English Abstract

System and method for implementing call waiting functions over a network architecture which includes a public switched telephone network (PSTN) (210) and the Internet (120). The call waiting system (220) allows a user (205) to receive incoming call information from a third party without interrupting an active connection with a second party, such as an Internet Service Provider (ISP) (115). When the user (205) attempts to connect to the ISP (115), a call waiting service (220) is activated at a service control point (145) connected to the PSTN (210) and the user (205) is notified about any incoming call attempts made after the user (205) establishes a successful connection with the second party (115). If the user (205) is actively connected to the Internet (120), a call waiting Internet server (215) can be used to provide the incoming call information to the user's computer terminal (130). The call waiting system (220) further allows the user (205) to answer incoming calls in real-time when connected to the Internet (120) and return unsuccessful incoming call attempts at a later time.

French Abstract

La presente invention concerne un systeme et un procede de mise en oeuvre des fonctions de signal d'appel via l'architecture d'un reseau incluant le Reseau Telephonique Public Commute ou RTPC (210) et l'Internet (120). Le systeme de signal d'appel (220) permet a un utilisateur (205) de recevoir des informations sur des appels provenant d'un tiers, sans interrompre une communication en cours avec un interlocuteur tel qu'un fournisseur de service Internet ou ISP pour < i> "Internet Service Provider" < /i> (115). Lorsqu'un utilisateur (205) tente de se connecter a l'ISP (115), un service de signal d'appel (220) est rendu actif au niveau d'un point de controle de service (145) connecte au RTPC (210), l'utilisateur etant des lors averti de toutes tentatives d'appels entrants faits apres que l'utilisateur (205) a etabli une connexion satisfaisante avec l'interlocuteur recherche (115). Si l'utilisateur (205) est connecte en mode actif a l'Internet (210), il est possible d'utiliser un serveur Internet (215) de signal d'appel permettant de fournir au terminal d'ordinateur (130) de l'utilisateur des renseignements sur l'appel entrant. Ce systeme de signal d'appel (220) permet en outre a l'utilisateur (205) de repondre en temps reel aux appels entrants lorsqu'il est connecte a l'Internet (120) et de prendre en consideration plus tard les tentatives concernant des appels entrants non couronnees de succes.

24/5/27 (Item 27 from file: 349)

DIALOG(R) File 349:PCT Fulltext

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00606533

IDENTIFICATION THROUGH NETWORK MESSAGES

IDENTIFICATION PAR DES MESSAGES RESEAU

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Patent and Priority Information (Country, Number, Date):  
Patent: WO 9851056 A2 19981112  
Application: WO 98SE812 19980504 (PCT/WO SE9800812)  
Priority Application: SE 971669 19970502  
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD  
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US  
UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE  
CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN  
ML MR NE SN TD TG  
Main International Patent Class: **H04M-001/57** ;  
International Patent Class: **H04M-019/04** ;  
Publication Language: English  
Filing Language: Swedish  
Fulltext Availability:  
Detailed Description  
Claims  
Fulltext Word Count: 4614

#### English Abstract

The invention refers to a method and an arrangement for identifying individuals via network messages from a telephone that includes or is connected to caller identification (28) by the individuals being assigned a personal network message linked to their subscriber number in a telephone unit.

#### French Abstract

L'invention concerne un procede et un systeme permettant d'identifier des personnes par des messages reseau a partir d'un telephone comportant ou connecte a une identification d'appelant (28) par attribution aux differents abonnes d'un message reseau personnel lie a leur numero d'abonne dans un poste telephonique.

**24/5/28 (Item 28 from file: 349)**  
DIALOG(R)File 349:PCT Fulltext  
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00592217

#### **A COMMUNICATION SYSTEM ARCHITECTURE ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

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STELLE Rick  
SCHRAGE Bruce  
BAXTER Craig A  
ATKINSON Wesley  
KNOSTMAN Chuck  
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VANDERSLUIS Kristan

Inventor(s):

JUN Fang, JUN, Fang , ,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9834391 A2 19980806  
Application: WO 98US1868 19980203 (PCT/WO US9801868)  
Priority Application: US 97794555 19970203; US 97794114 19970203; US  
97794689 19970203; US 97807130 19970210; US 97798208 19970210; US

97795270 19970210; US 97797964 19970210; US 97800243 19970210; US  
97798350 19970210; US 97797445 19970210; US 97797360 19970210

Designated States: AU CA GM GW ID JP MX AT BE CH DE DK ES FI FR GB GR IE IT  
LU MC NL PT SE

Main International Patent Class: **H04M-003/00** ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 175822

#### English Abstract

A system and method for routing telephone calls, data and other multimedia information through a hybrid network which may include transfer of information across the internet. Profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. The system can include prioritized routing. The system can also facilitate callback sessions and present a display to a caller via a web page that includes status information pertaining to the callback session. Calls and callbacks can also be routed over the hybrid network. Through use of the system, users can manage more aspects of a network than previously possible, and may control network activities from a central site.

#### French Abstract

La presente invention a trait a un procede et a un systeme destines a acheminer des appels telephoniques, des donnees et d'autres informations multimedia a travers un reseau hybride qui peut inclure le transfert d'informations par Internet. Les informations de profil sont utilisees par le systeme pendant toute la vie du support, notamment pour l'acheminement, la facturation, la surveillance, la transmission des donnees ainsi que pour d'autres fonctions de commande du support. Le systeme peut comprendre l'acheminement a priorite et peut egalement faciliter les sessions de rappels et presenter un affichage pour l'abonne demandeur via une page web qui renferme des informations d'etat en rapport avec la session de rappel. Les appels et les rappels peuvent egalement etre achemines a travers le reseau hybride. En employant ce systeme, les utilisateurs peuvent gerer beaucoup plus d'aspects relatifs au reseau qu'il n'etait possible auparavant, et peuvent aussi controler les activites du reseau depuis un site central.

**24/5/29 (Item 29 from file: 349)**  
DIALOG(R) File 349:PCT Fulltext  
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00577375

#### **A COMMUNICATION SYSTEM ARCHITECTURE**

#### **SYSTEME, PROCEDE ET PRODUIT MANUFACTURE POUR L'ARCHITECTURE D'UN SYSTEME DE COMMUNICATION**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9823080 A2 19980528

Application: WO 97US21174 19971114 (PCT/WO US9721174)

Priority Application: US 96751203 19961118; US 96751668 19961118; US

96752271 19961118; US 96758734 19961118; US 96751209 19961118; US

96751661 19961118; US 96752236 19961118; US 96752487 19961118; US

96752269 19961118; US 96751923 19961118; US 96751658 19961118; US

96752552 19961118; US 96751933 19961118; US 96751663 19961118; US

96746899 19961118; US 96751915 19961118; US 96752400 19961118; US

96751922 19961118; US 96751961 19961118

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN

MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU

ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES

FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD

TG

Main International Patent Class: H04M-011/06 ;

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 188452

English Abstract

Telephone calls, data and other multimedia information is routed through a hybrid network which includes transfer of information across the internet. A media order entry captures complete user profile information for a user. This profile information is utilized by the system throughout the media experience for routing, billing, monitoring, reporting and other media control functions. Users can manage more aspects of a network

than previously possible, and control network activities from a central site.

#### French Abstract

Des appels telephoniques, des donnees et autres informations multimedias sont achemines par un reseau hybride capable egalement de transmission de donnees par l'Internet. Une rubrique d'ordonnancement des supports utilise en mode exclusif des informations completes de profils utilisateurs concernant un meme utilisateur. Ces informations de profils sont utilisees par le systeme, pendant toute la duree active du support, a des fins d'acheminement, de facturation, de surveillance, de compte-rendu et autres fonctionnalites de gestion de supports. Les utilisateurs peuvent ainsi gerer un plus grand nombre de fonctionnalites reseau et gerer des activites reseau depuis un site central.

**24/5/30 (Item 30 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00532784

#### **SYSTEM FOR PROVIDING CALLER INFORMATION TO CALLED PARTY VIA CALL STANDARD DATA FIELD**

#### **SYSTEME POUR DONNER DES INFORMATIONS SUR L'APPELANT A UN APPELE VIA UN CHAMP DE DONNEES STANDARD D'APPEL**

Patent Applicant/Assignee:

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Inventor(s):

SCHERER Gordon F

Patent and Priority Information (Country, Number, Date):

Patent: WO 9733418 A1 19970912

Application: WO 97US3496 19970305 (PCT/WO US9703496)

Priority Application: US 96612452 19960306

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE HU IL KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO

NZ PL PT RO RU SG SI SK TJ TM TR TT UA UG UZ VN GH KE LS MW SD SZ UG AM

AZ BY KG KZ MD TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF

BJ CF CG CI CM ML MR NE SN TD TG

Main International Patent Class: **H04M-001/56 ;**

International Patent Class: **H04M-015/06 ; H04M-003/00 ; H04M-005/00 ;**

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 16463

#### English Abstract

A system is described in which a standard data field in a telephone system call format, such as ANI and/or dialed number is changed to reflect caller and/or call specific information. The caller and/or calls specific information is made available to a called party, and elements of the telephone switching system.

#### French Abstract

L'invention concerne un systeme dans lequel un champ de donnees standard dans un format d'appel de systeme telephonique tel que l'EAN et/ou un numero compose est modifie de facon a refleter des informations specifiques de l'appelant et/ou de l'appel. Les informations specifiques de l'appelant et /ou de l'appel sont mises a la disposition d'un appele et des elements du systeme de commutation telephonique.

**24/5/31 (Item 31 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00373389

#### **AUTOMATED DISPATCH SYSTEM AND METHOD**

**SYSTEME ET PROCEDE DE REPARTITION AUTOMATIQUE**

Patent Applicant/Assignee:

ADS COMMUNICATIONS INC

Inventor(s):

GLOVITZ Robert J

AMES Christopher W

JOHNSON Daniel J

Patent and Priority Information (Country, Number, Date):

Patent: WO 9504427 A1 19950209

Application: WO 94US8914 19940803 (PCT/WO US9408914)

Priority Application: US 93101953 19930803

Designated States: AU CA JP NZ AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

Main International Patent Class: **H04M-011/00** ;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 19078

**English Abstract**

A system and method for implementing an automated dispatch service system (100) which permits field technicians to remotely interface with a central computer (126) via conventional telephone systems. The system allows the field technicians to communicate alpha-numeric information to the central computer (126) using DTMF signals such that the job information can be uploaded and downloaded to and from the central computer (126).

**French Abstract**

Système et procédé de mise en oeuvre d'un système (100) de service de répartition automatique permettant à des techniciens sur le terrain d'établir une liaison à distance avec un ordinateur central (126) par l'intermédiaire de systèmes téléphoniques classiques. Le système permet aux techniciens sur le terrain de communiquer des informations alpha-numériques à l'ordinateur central (126) à l'aide de signaux multi-fréquences (DTMF), de manière que les informations de travail peuvent être téléchargées de l'ordinateur central (126) vers ses satellites et inversement.

**24/5/32 (Item 32 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00307063

**SHARED LINE TELEPHONE ANSWERING DEVICE**

**DISPOSITIF REPONDEUR POUR LIGNE TELEPHONIQUE PARTAGEE**

Patent Applicant/Assignee:

BECKER James Fritz

MAYER Andrew Shoup

Inventor(s):

BECKER James Fritz

MAYER Andrew Shoup

Patent and Priority Information (Country, Number, Date):

Patent: WO 9217020 A1 19921001

Application: WO 92US2072 19920319 (PCT/WO US9202072)

Priority Application: US 91671504 19910319

Designated States: AT AU BB BE BF BG BJ BR CA CF CG CH CI CM DE DK DK ES ES FI FR GB GN GR HU IT JP KP KR LK LU LU MC MG ML MR MW NL NO PL RO RU SD SE TD TG

Main International Patent Class: **H04M-001/64** ;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 10690

#### English Abstract

For a single telephone line (26) having plural telephone answering device (TADs) connected to it, a system of TADs is disclosed whereby only TAD (10) answers the telephone but all other TADs (20) connected to the telephone line are accessible and activated by means of tones transmitted over the telephone line (26) by the caller. The caller is notified by the answering TAD (10) of the available tone codes which are then used to select the desired TAD. When a TAD (20) is selected by means of tones, the first TAD (10) is temporarily disconnected from the telephone line so that message privacy is maintained.

#### French Abstract

Pour une ligne telefonique unique (26) a laquelle sont relies plusieurs dispositifs repondeurs (TAD) on decrit un systeme de TAD dans lequel seulement le TAD (10) repond a l'appel, mais tous les autres TAD (20) relies a la ligne telefonique sont accessibles et sont actives par des tonalites transmises sur la ligne telefonique (26) par le demandeur. Le TAD (10) qui repond informe le demandeur des codes de tonalite disponibles, qui sont ensuite utilises pour choisir le TAD souhaite. Lorsqu'un TAD (20) est selectionne par des tonalites, le premier TAD (10) est momentanement deconnecte de la ligne telefonique de maniere a permettre une transmission confidentielle des messages.

24/5/33 (Item 33 from file: 349)  
DIALOG(R) File 349:PCT Fulltext  
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00280846

#### TELEPHONE CALL RESPONDING SYSTEM AND CONTROL METHOD AND DEVICE THEREFOR SYSTEME REPONDEUR D'APPEL TELEPHONIQUE ET PROCEDE ET DISPOSITIF DE COMMANDE POUR UN TEL SYSTEME

Patent Applicant/Assignee:

WALPOLE Geary A

Inventor(s):

WALPOLE Geary A

CHOI Robert S

KONG C Kwai

BUCKWALTER Jude

Patent and Priority Information (Country, Number, Date):

Patent: WO 9111067 A1 19910725

Application: WO 91US361 19910117 (PCT/WO US9100361)

Priority Application: US 90466664 19900117

Designated States: CA JP

Main International Patent Class: H04M-001/21 ;

International Patent Class: H04M-001/64 ;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 15207

#### English Abstract

A telephone call responding system (1-4. fig. 1) which allows the user to respond to an incoming telephone call without actually speaking to the caller personally, and, if desired, without having to pick up the telephone to answer a call. To activate the responder system, the user, upon receiving an incoming telephone call, selects one of a plurality of call response messages by actuating a control key of the responder system corresponding to the desired message. Once activated, the responder system connects itself to the telephone line and utilizing speech synthesis or digital-to-analog conversion (2), delivers the selected message for putting-off an unwanted or nuisance call, asking the caller to call back later, or instructing a person on an extension telephone to hang up. After delivering the message, the responder system disconnects itself from the telephone line until once again activated by the user. The digital message data are pre-programmed into interchangeable plug-in-non-volatile ROM units (9, fig. 3) and different messages can be

set up for selection. The responder system is digitally controlled, and a control method and program therefor are described. Various devices embodying the responder system are also described.

#### French Abstract

Le systeme repondeur d'appel telephonique (1-4) permet a l'utilisateur de repondre a un appel telephonique arrivant sans parler personnellement a l'appelant et, s'il le desire, sans avoir a prendre le telephone pour repondre a un appel. Pour activer le systeme repondeur, l'utilisateur, en recevant un appel telephonique, selectionne un message parmi plusieurs messages de reponse d'appel, en actionnant une touche de commande du systeme repondeur qui correspond au message desire. Une fois active, le systeme repondeur se relie lui-meme a la ligne telephonique et, en utilisant la synthese de la parole ou une conversion numerique/analogique (2), envoie le message selectionne pour mettre fin a un appel indesire ou contrariant, pour demander a un appelant d'appeler plus tard, ou pour demander a une personne sur un telephone interne d'attendre. Apres avoir fait passer le message, le systeme repondeur se deconnecte automatiquement de la ligne telephonique jusqu'a ce qu'il soit a nouveau active par l'utilisateur. Les donnees du message numerique sont preprogrammees dans des unites ROM enfichables remanentes interchangeableables (9, fig.3) et des messages differents peuvent etre etablis en vue d'une selection. Le systeme repondeur est commande numeriquement, et un procede de commande ainsi qu'un programme sont decrits. Divers dispositifs materialisant le systeme repondeur sont egalement decrits.

24/5/34 (Item 34 from file: 349)

DIALOG(R)File 349:PCT Fulltext

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00279249

#### **ANONYMOUS INTERACTIVE TELEPHONE SYSTEM HAVING DIRECT CONNECT FEATURE**

#### **SYSTEME TELEPHONIQUE A CONNEXION DIRECTE INTERACTIF ET ANONYME**

Patent Applicant/Assignee:

THE TELEPHONE CONNECTION

Inventor(s):

SOLOMON Merrill

KIMBALL John

Patent and Priority Information (Country, Number, Date):

Patent: WO 9109483 A1 19910627

Application: WO 90US7192 19901212 (PCT/WO US9007192)

Priority Application: US 89448110 19891212

Designated States: AT AU BE CA CH DE DK ES FR GB GR IT JP LU NL SE

Main International Patent Class: H04M-001/64 ;

International Patent Class: H04M-001/66 ;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 7200

#### English Abstract

A method and apparatus for establishing telephone communications between anonymous service subscribers and responding callers over public telephone lines employing the Direct Inward Dialing (DID) feature to enable complete confidentiality and mutual anonymity between a caller and a subscriber and to effect immediate connection to a subscriber without touch tone or verbal input. The system also is used as an unpublished telephone number service to enable a caller to place a message that is relayed to a subscriber. The subscriber, based on the caller's message, then can return the call to communicate with the caller. Further, the system may be used to enable a subscribing caller to place calls to those equipped with systems (AID or caller ID) to identify callers.

#### French Abstract

Methode et dispositif destines a etabliir des communications telephoniques entre abonnes anonymes a ce service et des appelants par le biais de

lignes telephoniques publiques en employant la numerotation directe interne qui permet d'obtenir la confidentialite complete et l'anonymat mutuel entre un appelant et un abonne et d'effectuer la connexion immediate avec un abonne sans entree sur le clavier ou verbale. Ledit systeme est egalement utilise comme service de numeros de telephone non publies pour permettre a un appelant de communiquer un message qui est transmis a un abonne. L'abonne, en se basant sur le message de l'appelant, peut ensuite repondre a l'appel de maniere a communiquer avec ce dernier. En outre, ledit systeme peut etre utilise pour permettre a un appelant abonne de communiquer des appels a ceux qui sont equipes de systemes (identification automatique du numero ou de l'appelant) d'identification d'appel.

**24/5/35 (Item 35 from file: 349)**

DIALOG(R)File 349:PCT Fulltext

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00266145

**METHOD AND SYSTEM FOR USER CONTROLLED PAGE DISPOSITION**

**PROCEDE ET SYSTEME DE DISPOSITION DE RECHERCHE DE PERSONNE SOUS LA  
DEPENDANCE DE L'UTILISATEUR**

Patent Applicant/Assignee:

MOTOROLA INC

Inventor(s):

BREEDEN Robert L

Patent and Priority Information (Country, Number, Date):

Patent: WO 9010904 A1 19900920

Application: WO 90US895 19900223 (PCT/WO US9000895)

Priority Application: US 89320659 19890308

Designated States: AT BE CH DE DK DK ES FI FR GB IT JP KR LU NL NO SE

Main International Patent Class: **G06F-007/04** ;

Publication Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 3931

**English Abstract**

This invention relates to a paging system comprising a paging controller (10) and a paging receiver (49). In the preferred embodiment, three indications are transmitted from the paging controller (10) to the paging receiver (49), these being a source identifier (42), a page descriptor (43) and a functional typer (44). Any one or more of these may control the function of the paging receiver (49), the outputting of a predetermined message at the paging receiver (49), the pager operating mode (e.g. alphanumeric, numeric, voice or tone-only) and/or the paging address.

**French Abstract**

L'invention concerne un systeme de recherche de personne comprenant un controleur de recherche de personnes (10) ainsi qu'un recepteur de poche (49). Dans le mode de realisation prefere, trois indications sont transmises dudit controleur de recherche de personne (10) au recepteur de poche (49), ces informations etant un identificateur de source (42), un descripteur de recherche de personne (43) ainsi qu'un repere de classification fonctionnelle (44). N'importe laquelle de ces informations ou plusieurs de ces informations peuvent commander le fonctionnement dudit recepteur de poche (49), l'emission d'un message predetermine audit recepteur de poche (49), le mode de fonctionnement du dispositif de recherche de personne (par exemple alphanumerique, numerique, vocal ou tonal uniquement) et/ou l'adresse de tele-appel.

Set	Items	Description
S1	135	AU=(YEH Y? OR YEH, Y? OR SHEPHERD D? OR SHEPHERD, D?)
S2	258908	TELEPHON? OR PHON? OR POTS OR CELLPHONE? OR WIRELESS() PHON- E?
S3	11660	CONFERENC? OR TELECONFERENC? OR (THREE OR FOUR OR MULTIPLE- ) (SPEAKERS OR CALLERS?)
S4	220723	MARKET? OR TELEMARKE? OR SELL? OR PITCH? OR ADVERTIS? OR - MESSAG?
S5	1038	(SECOND? OR NEW? OR THIRD() PART? OR ADDITIONAL? OR LATER?) - (3N) (CALLER? OR SPEAKER?)
S6	4	S1 AND S2
S7	0	S2 AND S3 AND S4 AND S5
S8	1	S3 AND S4 AND S5
S9	118	S4 AND S5
S10	74	S9 AND (S2 OR S3)
S11	83	S4(S)S5
S12	31	S11(S) (S2 OR S3)
S13	35	S6 OR S8 OR S12
S14	31	S13 AND IC=(G06F? OR H04M? OR H04L? OR H04K?)
S15	31	IDPAT (sorted in duplicate/non-duplicate order)
S16	31	IDPAT (primary/non-duplicate records only)
File 344:Chinese Patents ABS Apr 1985-2000/Aug (c) 2000 European Patent Office		
File 347:JAPIO Oct 1976-2000/Jun(UPDATED 001012) (c) 2000 JPO & JAPIO		
File 350:Derwent WPIX 1963-2000/UD,UM &UP=200053 (c) 2000 Derwent Info Ltd		

16/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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013365863 \*\*Image available\*\*  
WPI Acc No: 2000-537802/200049  
XRPX Acc No: N00-398404

**Portable terminal transmits predetermined character message corresponding to the call-number, when caller's telephone number matches with previously stored telephone number**

Patent Assignee: HITACHI LTD (HITA )  
Number of Countries: 001 Number of Patents: 001  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2000209326	A	20000728	JP 9910849	A	19990119	200049 B

Priority Applications (No Type Date): JP 9910849 A 19990119

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2000209326	A	11	H04M-001/64	

Abstract (Basic): JP 2000209326 A

NOVELTY - A character **message** relating to stored caller **telephone** number is stored in data recorder (9). Voice **messages** which are stored, are transmitted to caller, when receiver does not respond to incoming call for preset time. When **telephone** number of **caller** matches **second** voice, **message** is transmitted to caller and character **message** stored relating to caller **telephone** number is transmitted for confirmation.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for communication system.

USE - Portable terminal e.g. portable telephone.

ADVANTAGE - The character message seldom needs space for recording and hence reduction in memory capacity is achieved which helps in cost reduction.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic component of portable terminal.

Data recorder (9)

pp; 11 DwgNo 1/9

Title Terms: PORTABLE; TERMINAL; TRANSMIT; PREDETERMINED; CHARACTER; MESSAGE; CORRESPOND; CALL; NUMBER; CALL; TELEPHONE; NUMBER; MATCH; STORAGE; TELEPHONE; NUMBER

Derwent Class: W01

International Patent Class (Main): H04M-001/64

International Patent Class (Additional): H04M-001/57 ; H04Q-007/38

File Segment: EPI

16/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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013318625 \*\*Image available\*\*  
WPI Acc No: 2000-490564/200043  
XRPX Acc No: N00-364082

**Reminder call delivery for interactive telephone and computer network, involves storing received time, date and phone number in database and delivering reminder call, at preset date and time to specific number**

Patent Assignee: I-PING INC (IPIN-N)  
Inventor: SHEPHERD D ; YEH Y S  
Number of Countries: 040 Number of Patents: 002  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200035164	A1	20000615	WO 99US29233	A	19991208	200043 B
AU 200020484	A	20000626	AU 200020484	A	19991208	200045

Priority Applications (No Type Date): US 98207954 A 19981209

Patent Details:



Patent No Kind Lan Pg Main IPC Filing Notes

WO 200035164 A1 E 62 H04L-029/06

Designated States (National): AT AU BR CA CN CR CZ DE DK ES FI GB HU ID  
IL IN IS JP KR MX NO NZ PL RU SE SG TR US ZA

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE

AU 200020484 A H04L-029/06 Based on patent WO 200035164

Abstract (Basic): WO 200035164 A1

NOVELTY - Time, date and **telephone** number received for a reminder **telephone** call via Internet (16) are stored in database (22). The reminder call comprising a marketing message is delivered via **telephones** (14a-14c) at specified time and date to the specified **telephone** number.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) method for subscriber to receive reminder call;

(b) method for communication server to deliver messages

USE - For interactive computer and **telephone** network communication system to deliver marketing message, wake-up call.

ADVANTAGE - By delivering information at specified date and time, the user receives customized marketing messages and other information such as pricing, advertising content.

DESCRIPTION OF DRAWING(S) - The figure shows the communication system.

**Telephones** (14a-14c)

Internet (16)

Database (22)

pp; 62 DwgNo 1/9

Title Terms: REMINDER; CALL; DELIVER; INTERACT; **TELEPHONE** ; COMPUTER; NETWORK; STORAGE; RECEIVE; TIME; DATE; **TELEPHONE** ; NUMBER; DATABASE; DELIVER; REMINDER; CALL; PRESET; DATE; TIME; SPECIFIC; NUMBER

Derwent Class: T01; W01

International Patent Class (Main): H04L-029/06

International Patent Class (Additional): G06F-017/60 ; H04M-011/00

File Segment: EPI

16/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012756623 \*\*Image available\*\*

WPI Acc No: 1999-562741/199948

XRPX Acc No: N99-415791

**Card telephone apparatus for telephone card with advertising effect**

Patent Assignee: KUEHN G (KUEH-I)

Inventor: KUEHN G

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 19809097	A1	19990902	DE 1009097	A	19980226	199948 B

Priority Applications (No Type Date): DE 1009097 A 19980226

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

DE 19809097 A1 18 H04M-001/00 Add to patent DE 19635610

Abstract (Basic): DE 19809097 A1

NOVELTY - The card telephone uses a telephone card which is equipped with devices for triggering advertising programs, other additional- and/or background effects, and/or light programs, over corresponding devices or special components, e.g. card reader, in the card telephone, or an arrangement connected with the card telephone. The programs or effects can be reproduced over the telephone **speaker** , an **additional** loudspeaker, a display, and/or a screen.

DETAILED DESCRIPTION - The card **telephone** uses a **telephone** card, or a credit-, or debit card, which is equipped with a chip, a

magnetic stripe, or with another magnetic memory, with a hologram, with an optic or with another data memory for a progressive debit of a call charge from a prepaid amount. The **telephone** card is equipped with one or several contacts which can trigger **advertising** programs, other additional- and/or background effects, and/or light programs, over corresponding complementary contacts arranged in the card **telephone** or in a special component, e.g. card reader, in the card **telephone** , or an arrangement connected with the card **telephone** . The programs or effects can be reproduced over the **telephone speaker** , an **additional** loudspeaker, a display, and/or a screen.

USE - Provision of additional facilities for card-operated telephones.

ADVANTAGE - Provides more effective advertising.

pp; 18 DwgNo 1/42

Title Terms: CARD; TELEPHONE; APPARATUS; TELEPHONE; CARD; ADVERTISE; EFFECT

Derwent Class: P76; P85; T04; T05; W01; W05

International Patent Class (Main): **H04M-001/00**

International Patent Class (Additional): B42D-015/10; G06K-019/08;

G09F-025/00; G09F-027/00; **H04M-017/02**

File Segment: EPI; EngPI

**16/5/4** (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012049975 \*\*Image available\*\*

WPI Acc No: 1998-466885/199840

XRPX Acc No: N98-363716

**Broadband system for providing videoconferencing - includes broadband service control point which responds to requests originated by an information sender/receiver**

Patent Assignee: BELL COMMUNICATIONS RES INC (BELL-N)

Inventor: ELY T C; SMYK D A

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5796424	A	19980818	US 95431989	A	19950501	199840 B
			US 96741584	A	19961101	

Priority Applications (No Type Date): US 95431989 A 19950501; US 96741584 A 19961101

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5796424	A		34	H04M-011/00	Cont of application US 95431989

Abstract (Basic): US 5796424 A

The system includes videoconferencing user stations which includes a video camera , microphone ,video display and speaker. The videoconferencing user station controller controls the video camera ,microphone , video display (112) , speaker, control signalling and control of information of broadband contents information flow to and fro the videoconferencing user station.

The broadband switching network includes a broadband session controller and a broadband service control point (106) connected to the broadband service controller (104).The control point includes a database which has a broadband processing record which has information specific to the videoconferencing user stations and a processor.

An information sender/receivers (101) sends and or receives information over broadband connections (116) to the broadband switch network (100).The broadband session controller processes signals from an information sender (101) based on instructions provided by the service control point. The broadband session controller also instructs switches (114) of the broadband switch network on when and how to route information between information sender/receivers. The information sent is a video request such that there is a videoconferencing controller that accepts signals from a called user station videoconferencing controller.

ADVANTAGE-It provides an integrated broadband/telephone network in which network operators can quickly respond to changing market demands to rapidly create, test, and deploy new services. It provides caller identification services.

Dwg.1a/27

Title Terms: BROADBAND; SYSTEM; BROADBAND; SERVICE; CONTROL; POINT; RESPOND ; REQUEST; ORIGIN; INFORMATION; SEND; RECEIVE

Derwent Class: W01; W02

International Patent Class (Main): H04M-011/00

File Segment: EPI

16/5/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011887369 \*\*Image available\*\*

WPI Acc No: 1998-304279/199827

XRFX Acc No: N98-238853

Telephone answering machine with caller identification function - has control unit to control recording and reproducing unit after searching message number of specific caller from second memory for reproducing message corresponding to that caller

Patent Assignee: MATSUSHITA DENKI SANGYO KK (MATU )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 10107894	A	19980424	JP 96260390	A	19961001	199827 B

Priority Applications (No Type Date): JP 96260390 A 19961001

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 10107894	A		7 H04M-001/65	

Abstract (Basic): JP 10107894 A

The machine includes a first memory (5) to store the telephone number of a specific caller which is registered by an user in one touch dial area. A receiving call signal detector (3) detects the receiving call signal input from a telephone circuit (1). A caller notification signal detector (4) detects the caller notification signal from the telephone circuit. A recording and reproducing unit (9) records the received message by designating it with a message number.

A second memory (6) stores the caller number corresponding to the recorded message number. A control unit (11) judges whether there is a message transmitted by the specific caller by searching the second memory. Based on the search, the control unit controls the recording and reproducing unit to reproduce only the message corresponding to the specific caller. A display unit (8) displays the message reproduced by the recording and reproducing unit.

ADVANTAGE - Reproduces only message for specific caller.

Dwg.1/4

Title Terms: TELEPHONE; ANSWER; MACHINE; CALL; IDENTIFY; FUNCTION; CONTROL; UNIT; CONTROL; RECORD; REPRODUCE; UNIT; AFTER; SEARCH; MESSAGE; NUMBER; SPECIFIC; CALL; SECOND; MEMORY; REPRODUCE; MESSAGE; CORRESPOND; CALL

Derwent Class: W01

International Patent Class (Main): H04M-001/65

International Patent Class (Additional): H04M-001/57

File Segment: EPI

16/5/6 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011834663

WPI Acc No: 1998-251573/199822

XRFX Acc No: N98-198601

Page returning method for paging system - storing number and notifying

**subscriber to connect to call controller and enter account code**

Patent Assignee: AMERICAN EXPRESS TRAVEL RELATED SERVICES (AMEX-N)

Inventor: CHAMBERLAIN C; TASKETT J M; CHAMBERLAIN C R

Number of Countries: 079 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9817049	A2	19980423	WO 97US18390	A	19971014	199822 B
AU 9748166	A	19980511	AU 9748166	A	19971014	199837
US 6044247	A	20000328	US 96732177	A	19961016	200023

Priority Applications (No Type Date): US 96732177 A 19961016

Cited Patents: No-SR.Pub

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9817049	A2	E	43	H04M-003/50	
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Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU  
CZ DE DK EE ES FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT  
UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT  
KE LS LU MC MW NL OA PT SD SE SZ UG ZW

AU 9748166	A		H04M-003/50	Based on patent WO 9817049
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US 6044247	A		H04M-017/00	
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Abstract (Basic): WO 9817049 A

The method of returning pages involves charging through an electronic account. The subscriber is connected to a call controller, and an authorisation is input associated with a prepaid electronic account stored in the call controller.

The authorisation validity is determined, and the calling party telephone number is retrieved from the call controller. The subscriber is connected to the calling party via the telephone number and the electronic account is incrementally adjusted.

USE - System is for allowing subscriber to connect to call controller with e.g. prepaid telephone card.

ADVANTAGE - System overcomes drawbacks of devices using numeric keypads, PINS, requiring user to carry coins in case nearest accessible **telephone** is public payphone, which require user to memorise what may be long **telephone** number and may not store it if they do not have memory or sufficient memory, can accumulate lot of numbers to return, and may not have alphanumeric display capability. Allows subscriber to place calls to numbers left by **callers** without requiring **additional** coins or worrying about which **telephone** is being charged for call. Eliminates need for subscribers to memorise numbers left by callers, increases speed and accuracy of number dialling and increases length of **messages** relayed to subscriber.

Dwg.0/10

Title Terms: PAGE; RETURN; METHOD; PAGE; SYSTEM; STORAGE; NUMBER;

NOTIFICATION; SUBSCRIBER; CONNECT; CALL; CONTROL; ENTER; ACCOUNT; CODE

Derwent Class: W01; W05

International Patent Class (Main): H04M-003/50 ; H04M-017/00

International Patent Class (Additional): H04Q-007/06

File Segment: EPI

16/5/7 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011778887 \*\*Image available\*\*

WPI Acc No: 1998-195797/199818

XRPX Acc No: N98-155057

**Communications system allowing call waiting subscriber who is busy to receive information for message being recorded - sets up one-way conference call between second caller and subscriber as message is being recorded and uses automatic speech recognition system to transcribe recorded message into ASCII coded data**

Patent Assignee: AT & T CORP (AMTT ); AMERICAN TELEPHONE & TELEGRAPH CO

(AMTT ); AT & T (AMTT )

Inventor: ALFRED J A; EISDORFER A; EISDORFER J; HARRINGTON C G

Number of Countries: 026 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 835015	A2	19980408	EP 97116901	A	19970929	199818 B
CA 2215651	A	19980402	CA 2215651	A	19970915	199834
JP 10224477	A	19980821	JP 97263097	A	19970929	199844
US 5894504	A	19990413	US 96733245	A	19961002	199922

Priority Applications (No Type Date): US 96733245 A 19961002

Cited Patents: No-SR.Pub

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 835015 A2 E 16 H04M-003/42

Designated States (Regional): AL AT BE CH DE DK ES FI FR GB GR IE IT LI

LT LU LV MC NL PT RO SE SI

JP 10224477 A 11 H04M-003/42

CA 2215651 A H04M-003/48

US 5894504 A H04M-001/64

Abstract (Basic): EP 835015 A

The method implemented by a communications services provider for delivering information associated with an incoming call, comprises receiving an incoming call that is initiated by a caller and that is destined for a subscriber who is busy on a first call. In response to receiving a signal indicative of unavailability of the subscriber, a **message** generated by the caller for the subscriber is recorded.

Information associated with the **message** being recorded is transmitted to the subscriber, and is transmitted contemporaneously with the recording of the **message**. A connection is established between an apparatus that is used to record the **message**, the caller and the subscriber such that the subscriber can eavesdrop on the **message** being recorded. The connection is established after a call waiting signal has been delivered to the caller.

ADVANTAGE - Allows busy user to monitor and screen incoming calls, and to assess urgency of incoming **messages** for replying.

Dwg.1/12

Title Terms: COMMUNICATE; SYSTEM; ALLOW; CALL; WAIT; SUBSCRIBER; BUSY; RECEIVE; INFORMATION; **MESSAGE**; RECORD; SET; UP; ONE; WAY; CONFER; CALL; SECOND; CALL; SUBSCRIBER; **MESSAGE**; RECORD; AUTOMATIC; SPEECH; RECOGNISE; SYSTEM; RECORD; **MESSAGE**; ASCII; CODE; DATA

Derwent Class: W01; W04

International Patent Class (Main): H04M-001/64 ; H04M-003/42 ;

H04M-003/48

International Patent Class (Additional): H04M-003/50 ; H04M-003/56 ;

H04N-001/32; H04Q-003/78

File Segment: EPI

16/5/8 (Item 8 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011280577 \*\*Image available\*\*

WPI Acc No: 1997-258481/199723

Related WPI Acc No: 1995-263531; 1996-321494; 1996-485386; 1997-033827

XRPX Acc No: N97-213812

**Caller name transmission method especially to called party - recording caller's name and transmitting incoming call notification to telephone before transmitting caller name to telephone display and awaiting instructions from called party**

Patent Assignee: ACTIVE VOICE CORP (ACTI-N)

Inventor: DUNN P M; GRECO R C; ROBINSON M J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5625676	A	19970429	US 93119380	A	19930913	199723 B

US 93125606 A 19930922  
US 95474335 A 19950607

Priority Applications (No Type Date): US 95474335 A 19950607; US 93119380 A 19930913; US 93125606 A 19930922

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5625676	A		9	H04M-001/64	CIP of application US 93119380 CIP of application US 93125606 CIP of patent US 5434906

Abstract (Basic): US 5625676 A

The method involves receiving voice sounds from a caller and recording the voice sounds. The method then notifies the called party with a visual notification on a display, that the system is receiving and recording voice sounds from the caller. The method awaits a responsive command from the called party.

Upon receipt of a command from the called party to do so, the method transmits the voice sounds to the called party via the second communications channel. The voice sounds are then played on a speaker coupled to the second channel. Preferably the second communication channel comprises a connection from the auto-attendant to a personal computer at the location of the called party, via a speaker connected to the computer.

USE/ADVANTAGE - E.g. for **telephone** switching system with auto-attendant features. Allows called party to instruct system to connect to **caller** and place **third party** on hold, redirect **caller** to other line, or ask caller to hold, all without interrupting called party's connection to third party. Records voicemail **message**, left by caller, if called party is unavailable.

Dwg.2/3

Title Terms: CALL; NAME; TRANSMISSION; METHOD; CALL; PARTY; RECORD; CALL; NAME; TRANSMIT; INCOMING; CALL; NOTIFICATION; TELEPHONE; TRANSMIT; CALL; NAME; TELEPHONE; DISPLAY; AWAIT; INSTRUCTION; CALL; PARTY

Derwent Class: W01

International Patent Class (Main): H04M-001/64

File Segment: EPI

16/5/9 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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011055903 \*\*Image available\*\*

WPI Acc No: 1997-033827/199703

Related WPI Acc No: 1995-263531; 1996-321494; 1996-485386; 1997-258481

XRPX Acc No: N97-028588

**Telephone call processor esp. for call to extension within communication system - sends notification of receipt of call and caller ID, to called party and handles call in particular manner according to commands received from called party**

Patent Assignee: ACTIVE VOICE CORP (ACTI-N)

Inventor: GRECO R C; ROBINSON M J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5581604	A	19961203	US 93119380	A	19930913	199703 B
			US 95371292	A	19950111	
			US 96607192	A	19960226	

Priority Applications (No Type Date): US 93119380 A 19930913; US 95371292 A 19950111; US 96607192 A 19960226

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5581604	A		10	H04M-001/64	Cont of application US 93119380 Cont of application US 95371292 Cont of patent US 5434906

Abstract (Basic): US 5581604 A

The call processor receives the call from the caller and sends a notification signal to the called party, indicating receipt of the call. The called party then indicates to the processor how to handle the call. The called party can tell the processor to forward the call to a voice message recorder. The voice message recorder has two different messages on it and the called party specifies which message to use.

The processor can also ask the caller for his name, record the response and play it to the called party. The called party is then able to instruct the processor to handle the call in a particular manner depending on who the caller is. The second **message** can be recorded by the called party after receiving the notification signal and the callers ID, and then played to the caller. Alternatively if the called party is not at home the call can be forwarded to a substitute **telephone** extension. If the line is busy the caller can be placed on hold.

ADVANTAGE - Gives called party option of handling incoming calls on real-time basis i.e. call-by-call. Capable of transferring caller to voicemail, playing one of several recorded greetings, placing caller on-hold, or rerouting caller to another extension.

Dwg.5/6

Title Terms: TELEPHONE; CALL; PROCESSOR; CALL; EXTEND; COMMUNICATE; SYSTEM; SEND; NOTIFICATION; RECEIPT; CALL; CALL; ID; CALL; PARTY; HANDLE; CALL; MANNER; ACCORD; COMMAND; RECEIVE; CALL; PARTY

Derwent Class: T01; W01

International Patent Class (Main): H04M-001/64

International Patent Class (Additional): H04M-003/58

File Segment: EPI

16/5/10 (Item 10 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010988437 \*\*Image available\*\*

WPI Acc No: 1996-485386/199648

Related WPI Acc No: 1995-263531; 1996-321494; 1997-033827; 1997-258481

XRPX Acc No: N96-408962

**Graphical user interface for voice mail message display - allows messages to be exported into multimedia documents and sound clips from multimedia documents to be imported into voice mail messages**

Patent Assignee: ACTIVE VOICE CORP (ACTI-N)

Inventor: DUNN P M; GRECO R C; ROBINSON M J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5568540	A	19961022	US 93119380	A	19930913	199648 B
			US 93125606	A	19930922	
			US 95422700	A	19950414	

Priority Applications (No Type Date): US 95422700 A 19950414; US 93119380 A 19930913; US 93125606 A 19930922

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5568540	A	10		H04M-001/64	CIP of application US 93119380
					CIP of application US 93125606
					CIP of patent US 5434906
					CIP of patent US 5533102

Abstract (Basic): US 5568540 A

The method, in a **telephone** switching system with a voice mail box for a called party with an extension connected to the system via a first communications link, which extension includes a multi-item textual display, for the system to select and transmit to the called party a voice mail **message** left by a **caller**, via a **second** communications link, while the called party is using the first communications link involves receiving several calls, each from a

caller, directed to the called party's extension and connecting each caller to the called party's voice mail box.

A data set of voice sounds is received from each caller and each is recorded separately in the mail box. A list of items, each comprised of a string of characters, one string of characters for each voice sound data set recorded in the called party's voice mail box is displayed on the called party's extension's display. A selection by a user of one of the displayed strings of characters is received at the called party's extension. The data set corresponding to the selected string of characters is transmitted to the called party's extension, while the called party is using the first communications link, via the second communications link.

USE/ADVANTAGE - Allows user to prepare textual information to accompany voice mail message. Has icon associated with each message such that user can listen to messages in any order.

Dwg.1/5

Title Terms: GRAPHICAL; USER; INTERFACE; VOICE; MAIL; MESSAGE; DISPLAY; ALLOW; MESSAGE; EXPORT; DOCUMENT; SOUND; CLIP; DOCUMENT; IMPORTED; VOICE; MAIL; MESSAGE

Derwent Class: T01; W01

International Patent Class (Main): H04M-001/64

File Segment: EPI

16/5/11 (Item 11 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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008711380 \*\*Image available\*\*

WPI Acc No: 1991-215401/199129

XRPX Acc No: N91-164418

**Telephone call responding system - connects itself to line when activated and uses speech synthesis or D-A conversion to deliver selected message**

Patent Assignee: WALPOLE G A (WALP-I)

Inventor: BUCKWATER J; CHOI R S; KONG C K; WAPOLE G A

Number of Countries: 003 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5029198	A	19910702	US 90466644	A	19900117	199129 B
WO 9111067	A	19910725				199132

Priority Applications (No Type Date): US 90466644 A 19900117

Cited Patents: DE 3307169; DE 3540301; EP 57854; EP 92084; JP 60136467; US 4371751; US 908845

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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WO 9111067	A				
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Designated States (National): CA JP

Abstract (Basic): US 5029198 A

To activate the responder system, the user, upon receiving an incoming **telephone** call, selects one of several call response **messages** by actuating a control key of the responder system corresponding to the desired **message**. Once activated, the responder system connects itself to the **telephone** line and, utilising speech synthesis or digital-to-analog conversion, delivers the selected **message** for putting-off an unwanted or nuisance call, asking the **caller** to call back **later**, or instructing a person on an extension **telephone** to hang up.

After delivering the message, the responder system disconnects itself from the telephone line until once again activated by the user. The digital message data are pre-programmed into interchangeable plug-in non-volatile ROM units and different messages can be set up for selection.

ADVANTAGE - Allows the user to respond to an incoming telephone call without actually speaking to the caller personally. (30pp

Dwg.No.1/13

Title Terms: TELEPHONE; CALL; RESPOND; SYSTEM; CONNECT; LINE; ACTIVATE; SPEECH; SYNTHESIS; DIGITAL-ANALOGUE; CONVERT; DELIVER; SELECT; MESSAGE



Derwent Class: W01; W04  
International Patent Class (Additional): H04M-001/21  
File Segment: EPI

**16/5/12 (Item 12 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
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008191056 \*\*Image available\*\*  
WPI Acc No: 1990-078057/199011  
Telephone **set for integrated services digital network - sends engaged message to new caller via control signal channel when engaged**

**NoAbstract Dwg 1/15**  
Patent Assignee: MITSUBISHI DENKI KK (MITQ )  
Number of Countries: 001 Number of Patents: 001  
Patent Family:  
Patent No Kind Date Applicat No Kind Date Week  
JP 2029197 A 19900131 JP 88179909 A 19880719 199011 B

Priority Applications (No Type Date): JP 88179909 A 19880719

Patent Details:  
Patent No Kind Lan Pg Main IPC Filing Notes  
JP 2029197 A 13  
Title Terms: TELEPHONE; SET; INTEGRATE; SERVICE; DIGITAL; NETWORK; SEND;  
ENGAGE; MESSAGE; NEW; CALL; CONTROL; SIGNAL; CHANNEL; ENGAGE; NOABSTRACT  
Index Terms/Additional Words: ISDN; SUBSCRIBER; APPARATUS  
Derwent Class: W01  
International Patent Class (Additional): H04M-001/27 ; H04Q-005/00  
File Segment: EPI

**16/5/13 (Item 13 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
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008113499 \*\*Image available\*\*  
WPI Acc No: 1990-000500/199001  
XRPX Acc No: N90-000319  
**Front-door intercom system for house or flat - allows absent occupants to leave messages for callers and vice-versa**

Patent Assignee: SCHONWALDER-BRANDL (SCHO-I)  
Inventor: SCHONWALDE M  
Number of Countries: 001 Number of Patents: 002  
Patent Family:  
Patent No Kind Date Applicat No Kind Date Week  
DE 3820112 A 19891221 DE 3820112 A 19880613 199001 B  
DE 3820112 C 19900322 199012

Priority Applications (No Type Date): DE 3820112 A 19880613

Patent Details:  
Patent No Kind Lan Pg Main IPC Filing Notes  
DE 3820112 A 6

Abstract (Basic): DE 3820112 A

The front-door speech system has a door-station (2) and a dwelling station (4) each with a message record/replay arrangement. The door station's message replay device (16) is connected to a message store (34). The message replay device at the door station or the said store is operated by a call signal device (6) so that the store's message is replayed via the door station's replay device.

The store is connected to the message record (or input) device (12) at the door station. The call signal device (6) initiates changeover to record (for a specified time) and may also cause the message to be repeated. Other functions are possible.

ADVANTAGE - Callers can leave messages at houses and absent dwellers can leave messages for callers.

Title Terms: FRONT; DOOR; INTERCOMMUNICATION; SYSTEM; HOUSE; FLAT; ALLOW;  
ABSENCE; OCCUPY; LEAVE; MESSAGE; CALL; VICE-VERSA  
Derwent Class: W01  
International Patent Class (Additional): H04M-001/64 ; H04M-009/00  
File Segment: EPI

16/5/14 (Item 14 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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007820230

WPI Acc No: 1989-085342/198911

XRPX Acc No: N89-065134

**Busy-no answer call completion equipment - has self-adaptive tone learn  
appts. and programs particular signature characteristics of call progress  
tones from telephone switching system**

Patent Assignee: DYTEL CORP (DYTE-N)

Inventor: KIECKA M D; KRAKAU H B; MEHTA B A; MILSTED N F N; MORGANSTEI S J

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 4809321	A	19890228	US 86909755	A	19860922	198911 B
CA 1270315	A	19900612				199031

Priority Applications (No Type Date): US 86909755 A 19860922

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 4809321	A		19		

Abstract (Basic): US 4809321 A

Call completion equipment is disclosed for use with a switching system for assisting callers to complete telephone calls. If a primary destination telephone set is busy or does not answer, a message is transmitted from a message storage unit to the calling party.

The **message** relates to the selection by the **caller** of **secondary** destinations including a switch-board attendant, an alternate destination **telephone** set, a camp-on option or voice massaging facilities. A processor complex processes the digits dialled by the caller in response to the **message**, using various look-up tables and transfers corresp. information to the switching system. The switching system completes the call to the secondary destination according to the information.

Title Terms: BUSY; NO; ANSWER; CALL; COMPLETE; EQUIPMENT; SELF; ADAPT; TONE  
; LEARNING; APPARATUS; PROGRAM; SIGNATURE; CHARACTERISTIC; CALL; PROGRESS  
; TONE; TELEPHONE; SWITCH; SYSTEM

Derwent Class: W01

International Patent Class (Additional): H04M-003/58

File Segment: EPI

16/5/15 (Item 15 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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004009044

WPI Acc No: 1984-154586/198425

XRPX Acc No: N84-127717

**Automatic answering telephone equipment - has endless tape for recording  
first message, special signal and second message, and device detecting  
special signal NoAbstract Dwg 1/1**

Patent Assignee: HASHIMOTO CORP (HASM )

Number of Countries: 003 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 59080049	A	19840509	JP 82190300	A	19821029	198425 B
GB 2132854	A	19840711	GB 8328802	A	19831028	198428
GB 2132854	B	19851211				198550

US 4605821 A 19860812 US 83545493 A 19831026 198635

Priority Applications (No Type Date): JP 82190300 A 19821029

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes  
JP 59080049 A 7

Abstract (Basic): JP 59080049 A

The appts. has an outgoing message tape on which response messages are recorded such that a first message, a mark and a second message are recorded in beginning, middle and end portions of the tape. Only the first message is reproduced to the caller and the second **message** is fast forwarded in a silent mode after the mark is detected by a discriminator so as to search a beginning of the first **message** when normal **telephone** answering operation is performed upon reception of a **telephone** call. The discriminator has a time constant changing device for sensing the mark in the fast forward mode.

The second message is reproduced to the caller upon reception of a telephone call after the first message is fast forwarded in a silent mode. The tape speed is returned to a normal speed when an incoming message tape has reached an end or is damaged.

ADVANTAGE - The appts. is returned to standby mode after any message recorded on outgoing message tape is reproduced and beginning of tape is recovered. (First major country equivalent to J59080049)

0/1

Title Terms: AUTOMATIC; ANSWER; TELEPHONE; EQUIPMENT; ENDLESS; TAPE; RECORD  
; FIRST; MESSAGE; SPECIAL; SIGNAL; SECOND; MESSAGE; DEVICE; DETECT;  
SPECIAL; SIGNAL; NOABSTRACT

Derwent Class: W01

International Patent Class (Additional): H04M-001/64

File Segment: EPI

16/5/16 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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003095108

WPI Acc No: 1981-K5157D/198141

**Telephone circuit for PBX - has memories retaining number of unconnected caller for calling back later**

Patent Assignee: SIEMENS AG (SIEI )

Inventor: HONOLD H; KOSSAKOWSK M; KURZ W; STEUER B

Number of Countries: 013 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 36619	A	19810930				198141 B
DE 3011471	A	19811001				198141
BR 8101747	A	19810929				198142
DE 3031437	A	19820225				198209
ZA 8101954	A	19820226				198221

Priority Applications (No Type Date): DE 3031437 A 19800820; DE 3011471 A 19800325

Cited Patents: DE 2616062; DE 2812953; FR 2307410

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes  
EP 36619 A G 22

Designated States (Regional): AT BE CH FR GB IT LI LU NL SE

Abstract (Basic): EP 36619 A

Data describing unsuccessful calls is stored in a memory for calling up when the wanted extension becomes free. The connection circuitry engaged by the unsuccessful calling subscriber is connected to a special call-back memory when the called extension is either engaged or not answering - provided the calling subscriber has persisted for a given min. time. A message memory is associated with the call-back memory and allows the unsuccessful caller to leave his

**telephone** number so that the called subscriber can call back **later** .

The unsuccessful **caller** speaks his number into the **message** memory.

The call-back memory is connected to the called extension to transfer the data describing the unsuccessful caller to the called extension when the latter wishes to call back. The extensions are allotted authorisation codes defining regions within which they may make call-back calls

Title Terms: TELEPHONE; CIRCUIT; PBX; MEMORY; RETAIN; NUMBER; UNCONNECTED; CALL; CALL; BACK; LATE

Derwent Class: W01

International Patent Class (Additional): **H04M-003/48** ; H04Q-003/42

File Segment: EPI

**16/5/17** (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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002095517

WPI Acc No: 1979-B5406B/197908

**Automatic telephone answering machine - prevents caller being invited to leave message when message tape is full**

Patent Assignee: FELLER AG (FELL-N)

Number of Countries: 007 Number of Patents: 008

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
BE 871182	A	19790201				197908 B
DE 2842364	A	19790419				197917
GB 2006575	A	19790502				197918
NL 7810182	A	19790419				197918
FR 2406356	A	19790615				197929
CH 622141	A	19810313				198116
GB 2006575	B	19820210				198207
IT 1099914	B	19850928				198703

Priority Applications (No Type Date): CH 7712628 A 19771017

Abstract (Basic): BE 871182 A

The automatic **telephone** answering machine has a first magnetic tape for replying announcements to **callers** and a **second** tape for recording **messages** from callers. Control signals are recorded on the first tape.

The second tape system contains a detector to monitor the number of messages recorded on the second tape and give a measure of the tape capacity - or lack of it. When the available capacity of the second tape is insufficient to record an incoming message the detector produces an output that prevents the first tape replaying that part of its announcement that invites a caller to leave a message

Title Terms: AUTOMATIC; TELEPHONE; ANSWER; MACHINE; PREVENT; CALL; LEAVE; MESSAGE; MESSAGE; TAPE; FULL

Derwent Class: W01

International Patent Class (Additional): **H04M-001/64**

File Segment: EPI

**16/5/18** (Item 18 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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001958773

WPI Acc No: 1978-J8046A/197844

**Telephone reply unit providing selective message communication - has separate incoming and outgoing message tapes and has decoder responding to numerals dialled onto telephone line**

Patent Assignee: FRIEDMAN J (FRIE-I)

Inventor: GOLDNER S; LAX J

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 4122306	A	19781024				197844 B

Priority Applications (No Type Date): US 75634402 A 19751124

Abstract (Basic): US 4122306 A

A telephone answering system can be interconnected to a telephone line. It includes two tapes, one of which it utilised for recording incoming messages from the telephone line, and the other of which is used basically for playing outgoing messages onto the telephone line.

The outgoing **message** tape includes a number of tracks each of which can be selectively placed in communication with the **telephone** line. A decoding appts. is responsive to numerals dialled onto the **telephone** line by the caller with which the caller can select the particular outgoing **message** contained on that track. By dialling an **additional** number, the **caller** can also change over the operation of the outgoing **message** tape to a record mode.

Title Terms: TELEPHONE; REPLY; UNIT; SELECT; MESSAGE; COMMUNICATE; SEPARATE; INCOMING; OUTGOING; MESSAGE; TAPE; DECODE; RESPOND; NUMBER; DIAL; TELEPHONE; LINE

Derwent Class: T03; W01

International Patent Class (Additional): G11B-015/02; H04M-001/64

File Segment: EPI

16/5/19 (Item 19 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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001465927

WPI Acc No: 1976-C8825X/197613

**Automatic telephone answering and recording system - has magnetic tape with equal number of transducer heads and tape tracks**

Patent Assignee: IWATSU ELECTRIC KK (IWSK )

Number of Countries: 002 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
GB 1429432	A	19760324				197613 B
US 4011411	A	19770308				197711

Priority Applications (No Type Date): JP 735888 A 19730112

Abstract (Basic): GB 1429432 A

The system includes a magnetic tape unit having a number of transducer heads for recording and reproducing speech onto, and from, a corresponding number of tracks on the tape and operates in accordance with control signals from remote points. A terminal is connected to a **telephone** circuit for applying signals to receiving and control circuits, with the circuitry operative to record a **message** from a first caller in response to a reproduced **message** indicating to the caller that a recorder is operating, and to reproduce the **message** and transmit it to a **second caller** upon receiving a request signal from this caller. This circuit also responds to a further signal from the **second caller** to select another transducer head and track for receiving a further call.

Title Terms: AUTOMATIC; TELEPHONE; ANSWER; RECORD; SYSTEM; MAGNETIC; TAPE; EQUAL; NUMBER; TRANSDUCER; HEAD; TAPE; TRACK

Derwent Class: W01

International Patent Class (Additional): H04M-001/65

File Segment: EPI

16/5/20 (Item 20 from file: 347)

DIALOG(R) File 347:JAPIO

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05618375 \*\*Image available\*\*

TELEPHONE SET ADAPTOR AND TELEPHONE SET

PUB. NO.: 09-233175 [JP 9233175 A]  
PUBLISHED: September 05, 1997 (19970905)  
INVENTOR(s): MATSUUE KAZUHIRO  
KUNII HIROOMI  
APPLICANT(s): KOKUSAI ELECTRIC CO LTD [000112] (A Japanese Company or Corporation), JP (Japan)  
KUNII HIROOMI [000000] (An Individual), JP (Japan)  
APPL. NO.: 08-040989 [JP 9640989]  
FILED: February 28, 1996 (19960228)  
INTL CLASS: [6] H04M-001/64 ; H04M-001/00  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JAPIO KEYWORD: R011 (LIQUID CRYSTALS)

#### ABSTRACT

PROBLEM TO BE SOLVED: To solve it that even a phone call not addressed to a concerned person itself is received and transferred through interruption of job and to call a called party or to receive an incoming call without intervention of a 3rd party.

SOLUTION: An identifier (ID number) and a reply method at the arrival of an incoming call by person are registered by a **telephone** set and stored in a nonvolatile RAM 15, a call tone of the **telephone** set is not sounded after the arrival of a call and a call voice is outputted from a speaker 12 according to the reply method registered in response to the ID number dialed in **additionally** by the **caller** or a **message** denoting absence to be registered is sent to a line and when a transfer destination **telephone** number is registered, an NCU 6 is used to transfer the call to the number.

16/5/21 (Item 21 from file: 347)  
DIALOG(R) File 347:JAPIO  
(c) 2000 JPO & JAPIO. All rts. reserv.

04830578 \*\*Image available\*\*  
TELEPHONE TERMINAL EQUIPMENT

PUB. NO.: 07-123178 [JP 7123178 A]  
PUBLISHED: May 12, 1995 (19950512)  
INVENTOR(s): KURITA SHIGERU  
APPLICANT(s): NITSUKO CORP [352301] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 05-264740 [JP 93264740]  
FILED: October 22, 1993 (19931022)  
INTL CLASS: [6] H04M-011/10 ; H04M-001/64 ; H04M-001/65  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JAPIO KEYWORD: R011 (LIQUID CRYSTALS); R131 (INFORMATION PROCESSING -- Microcomputers & Microprocessors)

#### ABSTRACT

PURPOSE: To provide **telephone** terminal equipment recognizing a **message** of a **new caller** without interruption of a preceding talking when a new incoming call reaches during talking.

CONSTITUTION: A call control sequence is generated among terminal equipments B33-telephone set 1 while a call between a terminal equipment A32 and a telephone set 1 is established. A control circuit 18 controls an automatic reply circuit 16 to execute the communication service during talking. That is, the control circuit 16 controls the automatic reply circuit 16 to allow it to reply a call from the terminal equipment B33. After the automatic reply circuit 16 replies the call from the terminal equipment B33, the circuit 16 controls a recording section 17 to allow the section 17 to reproduce a voice signal urging a message and to send it to the terminal equipment B33. After the transmission of the voice signal, the automatic reply circuit 16 controls the recording section 17 to record the voice signal from a B(sub 2) channel and records a message from the terminal equipment B33

16/5/22 (Item 22 from file: 347)  
DIALOG(R)File 347:JAPIO  
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04553092 \*\*Image available\*\*  
TELEPHONE MESSAGE TRANSMISSION AND RECEPTION SYSTEM

PUB. NO.: 06-224992 [JP 6224992 A]  
PUBLISHED: August 12, 1994 (19940812)  
INVENTOR(s): SHIMIZU TOSHIO  
KUMAHARA NORIO  
APPLICANT(s): TEREKA KK [488348] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 05-024995 [JP 9324995]  
FILED: January 21, 1993 (19930121)  
INTL CLASS: [5] H04M-001/57 ; H04M-001/27 ; H04M-001/53 ; H04M-001/65  
; H04M-011/00  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 45.2 (INFORMATION  
PROCESSING -- Memory Units)  
JOURNAL: Section: E, Section No. 1629, Vol. 18, No. 593, Pg. 114,  
November 11, 1994 (19941111)

#### ABSTRACT

PURPOSE: To send/receive a predetermined message selected by a caller side with prescribed charging unifiedly over the entire country independently of the length by using a removable memory for the caller side and the called party.

CONSTITUTION: A memory 4 is removably loaded to a caller side **telephone** set 1 with a display device and destination data and a **message** menu are displayed thereon and selected. Then an additional number corresponding to the selected **message** menu is added to the destination **telephone** number and the resulting number is dialed. A public **telephone** network 3 receives the dial signal and the **caller telephone** number, the **additional** number and the call signal are sent through the network 3. A **telephone** set 2 of a called party with a display device reads the caller name corresponding to the caller **telephone** number from a memory 4 mounted removably and reads **message** data from the memory by retrieving it based on the additional number and the **message** data and the caller name are displayed, or sounded out in voice or stored in the memory.

16/5/23 (Item 23 from file: 347)  
DIALOG(R)File 347:JAPIO  
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04553091 \*\*Image available\*\*  
TELEPHONE CALL SYSTEM

PUB. NO.: 06-224991 [JP 6224991 A]  
PUBLISHED: August 12, 1994 (19940812)  
INVENTOR(s): SHIMIZU TOSHIO  
KUMAHARA NORIO  
APPLICANT(s): TEREKA KK [488348] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 05-024994 [JP 9324994]  
FILED: January 21, 1993 (19930121)  
INTL CLASS: [5] H04M-001/53 ; H04M-001/00 ; H04M-001/57 ; H04M-001/64  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JAPIO KEYWORD: R130 (ELECTRIC COMMUNICATIONS -- Pocket Bell Paging Devices);  
R131 (INFORMATION PROCESSING -- Microcomputers &  
Microprocessors)  
JOURNAL: Section: E, Section No. 1629, Vol. 18, No. 593, Pg. 114,  
November 11, 1994 (19941111)

#### ABSTRACT

PURPOSE: To allow the system to automatically cope with line connection with a caller with a set reply or call method by using a removable memory so as to set optionally the reply or call method for each caller in advance.

CONSTITUTION: A removable memory 4 is used for a **telephone** set 1 of a caller with a display device and a specific party is selected while displaying lots of names to be registered and a **telephone** number is dialed by adding an additional number. A public **telephone** network 3 receives the number and sends the **additional** number and the **caller telephone** number in addition to a call signal. A **telephone** set 2 at a called party with a display device receives the call signal from the public **telephone** network 3, then the **telephone** set 2 discriminates which method among various reply or call methods such as automatic **message** recording, bell tone calling, melody tone calling, lamp display, voice MUM calling, bleeper paging and transfer **telephone** call. Then the reply or calling is executed automatically according to the discriminated one or two replies.

16/5/24 (Item 24 from file: 347)

DIALOG(R)File 347:JAPIO

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04370234 \*\*Image available\*\*

TELEPHONE SET

PUB. NO.: 06-014134 [JP 6014134 A]  
PUBLISHED: January 21, 1994 (19940121)  
INVENTOR(s): MATSUI AKIRA  
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 04-189899 [JP 92189899]  
FILED: June 24, 1992 (19920624)  
INTL CLASS: [5] **H04M-015/00 ; H04M-001/64 ; H04M-001/65**  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JOURNAL: Section: E, Section No. 1539, Vol. 18, No. 218, Pg. 45, April 19, 1994 (19940419)

#### ABSTRACT

PURPOSE: To provide a convenient telephone set capable of accurately recognizing a duration of a call by outputting the duration of a call as a voice message from a loudspeaking means at the end of talking.

CONSTITUTION: When a caller makes a **phone** call, after off-hook is detected by an I/O control section 14, a ringback tone is detected and when the end is confirmed, the execution of time register operation is commanded. When a call comes from an opposite party, the execution of the time register operation is commanded. The duration of a call registered by a real time clock 13 is stored in a storage section 12 in the time register operation, after the detection of on-hook of the I/O control section 14, the stored call-duration is outputted from a **speaker** 17 after 2 **seconds** as a voice **message**. The voice **message** is synthesized by a voice IC 15 and the result is outputted as voice data, amplified by an amplifier 16 and the amplified data are outputted.

16/5/25 (Item 25 from file: 347)

DIALOG(R)File 347:JAPIO

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03965741 \*\*Image available\*\*

INCOMING CALL NUMBER IDENTIFICATION METHOD FOR PRIVATE BRANCH EXCHANGE SYSTEM

PUB. NO.: 04-330841 [JP 4330841 A]  
PUBLISHED: November 18, 1992 (19921118)  
INVENTOR(s): ORUI TAKAO



APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 03-128307 [JP 91128307]  
FILED: May 02, 1991 (19910502)  
INTL CLASS: [5] H04M-003/42 ; H04M-003/38 ; H04Q-003/58  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 36.4 (LABOR SAVING DEVICES  
-- Service Automation)  
JOURNAL: Section: E, Section No. 1346, Vol. 17, No. 174, Pg. 105,  
April 05, 1993 (19930405)

#### ABSTRACT

PURPOSE: To register a malicious calling caller's number by a simple operation from a telephone set.

CONSTITUTION: At the time of judging that the incoming call from a subscriber 1B is the malicious calling as the result of a communication, a receiver presses a malicious calling button of a **telephone** set 10. Thus, a central processing unit 12 receives a malicious calling button input command, and transmits a malicious calling registering command setting the caller's number to a central processing unit 15 after an on-hook. The central processing unit 15 receives this command, and **newly** registers the **caller** 's number set by the command in the malicious calling caller's number list of a data base 16. Afterwards, at the time of the calling of the subscriber 1B, the central processing unit 12 transmit a 'releasing' **message** to an ISDN network 1A, and controls the incoming call for the caller's number is registered in the data base 16.

16/5/26 (Item 26 from file: 347)

DIALOG(R)File 347:JAPIO  
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03620957 \*\*Image available\*\*  
DIGITAL TELEPHONE TERMINAL

PUB. NO.: 03-283857 [JP 3283857 A]  
PUBLISHED: December 13, 1991 (19911213)  
INVENTOR(s): KASAI MASAO  
KAWAMOTO KAZUHIRO  
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)  
NEC ENG LTD [329822] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 02-083421 [JP 9083421]  
FILED: March 30, 1990 (19900330)  
INTL CLASS: [5] H04M-001/65 ; H04M-001/00  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JOURNAL: Section: E, Section No. 1179, Vol. 16, No. 108, Pg. 165,  
March 17, 1992 (19920317)

#### ABSTRACT

PURPOSE: To perform dialing with one touch by providing a storage part which stores the outgoing number of a caller and the message from the caller, and performing automatic dialing by designating one of outgoing numbers displayed on a display with a touch panel.

CONSTITUTION: When a call is inputted from an ISDN network in a state where a mode switch 2 is set at an automatic answering mode, a common control part 3 stores the **telephone** number of the **caller** informed by ISDN **additional** service and the **message** from an caller in memory 8. When the content of the memory 8 is reproduced, the name of the caller in accordance with the outgoing number is outputted to a display control part 4, and simultaneously, the **message** from the caller is outputted to a speaker 7. When a call is made to the caller, the automatic dialing to the ISDN network is performed by touching the outgoing number being displayed on the display 5 from the touch panel 6. In such a way, it is not required to check the **telephone** number over again, nor, to perform manual dialing, which enables the dialing to be performed, with one touch.

16/5/27 (Item 27 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2000 JPO & JAPIO. All rts. reserv.

03545550 \*\*Image available\*\*  
RECORDING CONTROL SYSTEM FOR AUTOMATIC ANSWERING TELEPHONE SET

PUB. NO.: 03-208450 [JP 3208450 A]  
PUBLISHED: September 11, 1991 (19910911)  
INVENTOR(s): KIJIMA YUJI  
APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 02-003987 [JP 903987]  
FILED: January 11, 1990 (19900111)  
INTL CLASS: [5] H04M-001/65  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JOURNAL: Section: E, Section No. 1142, Vol. 15, No. 482, Pg. 17,  
December 06, 1991 (19911206)

#### ABSTRACT

PURPOSE: To prevent a content of a message disadvantageous to a caller from being left by providing the opportunity of selection of storage of the recording content to the caller to revise the recording or delete it.

CONSTITUTION: A **message** recording reproduction section 3 records a **message** from a caller in a prescribed recording area assigned in an IC memory 31. When a prescribed time elapses, a control section 2 outputs a recording end signaling tone and sends a confirmation **message** succeedingly to allow the caller to confirm the recorded content so far. When the caller satisfies the content of **message**, since the caller terminates the **phone** call, the recorded talking content is stored as it is. When the caller does not interrupt the **telephone** line, a reply section 6 sends a signaling tone representing the start of recording and a **message** recording reproduction section 3 just after the transmission erases once the content of the recording in the recording area assigned in the IC memory 31 and records the talking content of the **caller** **newly** afterward therein.

16/5/28 (Item 28 from file: 347)  
DIALOG(R)File 347:JAPIO  
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03325756 \*\*Image available\*\*  
AUTOMATIC ANSWERING TELEPHONE SET WITH FACSIMILE AUTOMATIC CHANGEOVER FUNCTION

PUB. NO.: 02-301256 [JP 2301256 A]  
PUBLISHED: December 13, 1990 (19901213)  
INVENTOR(s): HOSHIKA KENJI  
APPLICANT(s): TENSHIYOU DENKI KOGYO KK [326920] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 01-120893 [JP 89120893]  
FILED: May 15, 1989 (19890515)  
INTL CLASS: [5] H04M-011/00 ; H04M-001/65 ; H04N-001/32  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 44.7 (COMMUNICATION -- Facsimile)  
JOURNAL: Section: E, Section No. 1039, Vol. 15, No. 86, Pg. 33,  
February 28, 1991 (19910228)

#### ABSTRACT

PURPOSE: To attain automatic answering recording or facsimile communication by providing a facsimile automatic changeover function to an automatic answering telephone set so as to surely discriminate a message of a caller not only during stay at home but also during absence without burden of excess cost.

CONSTITUTION: When a call comes while a presence/absence changeover switch 6a is thrown to the position of the presence, a call signal detection circuit 6 turns on a transistor(TR) 3 to close **telephone** lines L(sub 1), L(sub 2) and a reply **message** recording and reproducing circuit 8 sends a reply **message** recorded in advance. When the caller makes facsimile transmission manually, a 2nd timer means 11b expires before 11 seconds elapse while the 1st timer means 11a which is operated after the reply **message** is finished, is closed to operate a call signal generating circuit 12 thereby selecting the facsimile communication. When the caller makes **message** recording, since a **message** of 4sec or over normally comes from the **caller** before 11 seconds terminating the 1st timer means 11a elapse, the automatic answering recording is consecutive without expiring the 2nd timer means 11b and without selecting the facsimile communication.

16/5/29 (Item 29 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2000 JPO & JAPIO. All rts. reserv.

02074447 \*\*Image available\*\*  
AUTOMATIC ANSWERING TELEPHONE SET

PUB. NO.: 61-288547 [JP 61288547 A]  
PUBLISHED: December 18, 1986 (19861218)  
INVENTOR(s): SAITO HISASHI  
APPLICANT(s): TOSHIBA CORP [000307] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 60-129604 [JP 85129604]  
FILED: June 14, 1985 (19850614)  
INTL CLASS: [4] H04M-001/64  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JAPIO KEYWORD: R131 (INFORMATION PROCESSING -- Microcomputers & Microprocessors)  
JOURNAL: Section: E, Section No. 507, Vol. 11, No. 152, Pg. 59, May 16, 1987 (19870516)

#### ABSTRACT

PURPOSE: To use one reply message for both reply recording and reply exclusive use by closing automatically a telephone line in response to an incoming of a bell signal, sending a reply message to a caller, recording the message from the caller to a reception message tape and bringing the titled set into the standby state.

CONSTITUTION: The reply tape T(sub 1) is rewound and then a bell signal comes, after the reply message is sent from the beginning, a message is recorded from a new caller in succession to the reception **message** recorded before. When a TAM is in the reply exclusive mode by the operation of an operation section 26 or the reception tape T(sub 2) is fully used and the recording of the reception **message** is no longer possible even at the reply recording mode, only the 1st half A of the reply **message** recorded on the reply tape T(sub 1) is sent in the sending of the reply **message** after the next bell signal is detected, the reply tape T(sub 1) is sopped to release the **telephone** circuit 22.

16/5/30 (Item 30 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2000 JPO & JAPIO. All rts. reserv.

01499760 \*\*Image available\*\*  
AUTOMATIC ANSWERING TELEPHONE SET

PUB. NO.: 59-211360 [JP 59211360 A]  
PUBLISHED: November 30, 1984 (19841130)  
INVENTOR(s): TOMINAGA HIROSHI  
SAYANAGI ATSUTAKE  
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 58-086163 [JP 8386163]  
FILED: May 17, 1983 (19830517)  
INTL CLASS: [3] **H04M-001/64**  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JOURNAL: Section: E, Section No. 307, Vol. 09, No. 81, Pg. 6, April  
10, 1985 (19850410)

ABSTRACT

PURPOSE: To attain high function for an automatic answering **telephone** set by storing a voice signal transmitted succeedingly from a **caller** as a **new message** for the automatic answering **telephone** set in receiving a combining signal of special terms from the caller.

CONSTITUTION: A changeover switch 3 selects and connects the automatic answering telephone set. A call tone from a telephone line 1 is transmitted to a sequence control circuit 9 via a detecting circuit 4. The circuit 9 activates an off-hook circuit 5 so as to bring the caller and the automatic answering telephone set in talking state via an exchange and the circuit 9 activates a message storage transmission circuit 6. Then, the circuit 9 operates a connecting switch 8 to connect the line 1 to a voice recognition circuit 7. Further, the caller transmits the combined terms promised in advance, it is detected by the circuit 7 and informed by the circuit 9. After confirming it, the transmitted voice signal is stored in the circuit 6. The new message stored is transmitted as a series of message for the automatic answering telephone set at the succeeding incoming call

16/5/31 (Item 31 from file: 347)  
DIALOG(R)File 347:JAPIO  
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01133268 \*\*Image available\*\*  
AUTOMATIC ANSWERING TELEPHONE SET

PUB. NO.: 58-070668 [JP 58070668 A]  
PUBLISHED: April 27, 1983 (19830427)  
INVENTOR(s): TOMINAGA HIROSHI  
SAYANAGI ATSUTAKE  
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 56-169503 [JP 81169503]  
FILED: October 23, 1981 (19811023)  
INTL CLASS: [3] **H04M-001/64**  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 42.5 (ELECTRONICS --  
Equipment)  
JOURNAL: Section: E, Section No. 187, Vol. 07, No. 162, Pg. 124, July  
15, 1983 (19830715)

ABSTRACT

PURPOSE: To revise **message** of an automatic answering **telephone** set from a visiting place, by taking an audio signal succeedingly transmitted from a **caller** as a **new message** of the automatic answering **telephone** set, in receiving a special number from the caller.

CONSTITUTION: A caller and an automatic answering telephone set are connected and a series of message is transmitted, and a sequence control circuit 9 connects a telephone line to a push button signal reception circuit 7. In this case, when a push button signal is transmitted, the sequence control circuit 9 confirms whether or not the signal is a reserved special number, and when the special number, an audio signal transmitted succeedingly is stored in a message storage and transmission circuit 6. The stored new message is transmitted as a series of messa

Set	Items	Description
S1	11329	CONFERENC? OR TELECONFERENCE
S2	27	S1(S) (MARKET? OR TELEMARKE? OR SALES? OR ADVERTIS? OR SEL- LING)
S3	11	S2 AND IC=(G06F? OR H04M? OR H04L? OR H04K?)
S4	10	S3 AND (SALES OR SELLING OR RETAIL? OR VENDOR? OR SHOP? OR SHOPPING? OR MARKETING OR CUSTOMER? OR ADVERTIS?)
S5	10	IDPAT (sorted in duplicate/non-duplicate order)
S6	10	IDPAT (primary/non-duplicate records only)
File 344:Chinese Patents ABS Apr 1985-2000/Aug (c) 2000 European Patent Office		
File 347:JAPIO Oct 1976-2000/Jun(UPDATED 001012) (c) 2000 JPO & JAPIO		
File 350:Derwent WPIX 1963-2000/UD,UM &UP=200054 (c) 2000 Derwent Info Ltd		

6/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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013385467 \*\*Image available\*\*

WPI Acc No: 2000-557405/200051

Related WPI Acc No: 1996-278122; 1998-311901; 1998-311902; 1999-008998

XRPX Acc No: N00-412441

**Data updating method for user interactive electronic information providing system in Internet, involves generating virtual search objects relevant to user's interest and bulletin board is scanned to classify users**

Patent Assignee: HERZ F S M (HERZ-I)

Inventor: HERZ F S M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6029195	A	20000222	US 94346425	A	19941129	200051 B
			US 9632461	A	19961209	
			US 97985731	A	19971205	

Priority Applications (No Type Date): US 9632461 A 19961209; US 94346425 A 19941129; US 97985731 A 19971205

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6029195	A		63	G06F-015/16	CIP of application US 94346425 Provisional application US 9632461 CIP of patent US 5758257

Abstract (Basic): US 6029195 A

NOVELTY - Target profiles are generated relevant to contents of target bulletin boards. The user preferred data is retrieved for each user, using the profiles. Virtual search objects relevant to user are generated. Each bulletin board is scanned relevant to target object and user groups are classified depending on their interests.

DETAILED DESCRIPTION - The user groups having common interest of particular object data is identified. Then, the identified user is matched with the other users for creating a new bulletin board. The matched user group is generated as E-mail list and the list is forwarded to the concerned user. The new users relevant to the new bulletin board are added in the user's list.

USE - For user interactive electronic information providing system in Internet used in providing news, **advertisements** and various data. Also used in TV broadcasting, **advertisement** research and for on-line video **conferencing** used for business, schools and job training purposes.

ADVANTAGE - Facilitates accessing of desired data with less accessing time, by modifying the electronic bulletin boards periodically. Eases editing of documents in online conferencing, thereby promotes product design and operativity.

DESCRIPTION OF DRAWING(S) - The figure shows the flow chart representing the user interactive data accessing method.

pp; 63 DwgNo 10/16

Title Terms: DATA; UPDATE; METHOD; USER; INTERACT; ELECTRONIC; INFORMATION; SYSTEM; GENERATE; VIRTUAL; SEARCH; OBJECT; RELEVANT; USER; INTEREST; BOARD; SCAN; CLASSIFY; USER

Derwent Class: T01; W02

International Patent Class (Main): G06F-015/16

International Patent Class (Additional): H04H-001/02; H04N-007/14

File Segment: EPI

6/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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013318770 \*\*Image available\*\*

WPI Acc No: 2000-490709/200043

XRPX Acc No: N00-364218

**Targeted advertisement providing system for video teleconferencing, has calling subscriber switch to retrieve video advertisements from information source and to forward it to subscriber's video telephone**

Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF )

Inventor: SAWYER F

Number of Countries: 090 Number of Patents: 003

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 200038399	A2	20000629	WO 99SE2097	A	19991116	200043 B
US 6084628	A	20000704	US 98216646	A	19981218	200043
AU 200019020	A	20000712	AU 200019020	A	19991116	200048

Priority Applications (No Type Date): US 98216646 A 19981218

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
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WO 200038399	A2	E	22 H04M-003/56	
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Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

US 6084628	A	H04N-007/14
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AU 200019020	A	H04M-003/56	Based on patent WO 200038399
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Abstract (Basic): WO 200038399 A2

NOVELTY - The system has calling subscriber switch (17) connected to calling subscriber's telephone and information source (21), which has display screen and stores video **advertisements** (22) respectively. The switch (17) retrieves video **advertisements** from information source and sends the retrieved **advertisements** to calling subscriber's video telephone.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for consumer database building method.

USE - For video teleconferencing.

ADVANTAGE - The targeted **advertisement** is forwarded to telephone subscriber efficiently, thus the cost of video telephone is reduced

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of targeted **advertisement** providing system.

Subscriber switch (17)

Information source (21)

Video **advertisements** (22)

pp; 22 DwgNo 2/4

Title Terms: **ADVERTISE** ; SYSTEM; VIDEO; **TELECONFERENCE** ; CALL; SUBSCRIBER ; SWITCH; RETRIEVAL; VIDEO; **ADVERTISE** ; INFORMATION; SOURCE; FORWARD; SUBSCRIBER; VIDEO; TELEPHONE

Derwent Class: W01

International Patent Class (Main): H04M-003/56 ; H04N-007/14

File Segment: EPI

6/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012804675 \*\*Image available\*\*

WPI Acc No: 1999-610905/199952

XRPX Acc No: N99-450154

**Computer architecture of telecommunication system for supporting tele-data conferences in product development projects in engineering industry**

Patent Assignee: TELIA AB (TELI-N)

Inventor: MEDQVIST T; HEDQVIST T

Number of Countries: 022 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9950994	A2	19991007	WO 99SE517	A	19990330	199952 B

SE 9801152 A 19991002 SE 981152 A 19980401 200001

Priority Applications (No Type Date): SE 981152 A 19980401

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9950994 A2 E 21 H04L-012/18

Designated States (National): EE LT LV NO

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU

MC NL PT SE

SE 9801152 A H04L-012/18

Abstract (Basic): WO 9950994 A2

NOVELTY - Participants computer (B) are connected to conference server (C) via an external data network and reception computer (A). The conference is controlled via control and supervision computer (D). Data transmission between computers (B) and server employs IP.

DETAILED DESCRIPTION - In a system for providing data exchange between participants, conference proceedings are conducted on conference server (C) within an internal data network. The control and supervision computer (D) provides a conference leader with dynamic control over participant's access and use of conference server (C). The reception computer (A) provides a wire wall preventing access of conference participants to internal data network. The computer (D) enables the conference leader to control the reception computer and hence controls admission to conference being run on conference server, by issuing non-recurrent password to participants. The conference server has number of software applications such as word processing, database, spreadsheet, graphics package, video streamer, video conference package resident within it. INDEPENDENT CLAIMS are also included for the following:

(a) method of data conferencing using telecommunication system;

(b) data conference unit

USE - In telecommunication system for supporting tele-data **conferences** in product development projects in engineering industry, budgetary planning and revision, **marketing** meetings in **marketing** organization which are geographically dispersed, construction meetings in big building projects, technical maintenance work, technical support, administration of complaints, and in education field.

ADVANTAGE - As the conference server provided within the internal data network is protected by a fire wall, conference links to outside world and external data networks are securely controlled and monitored. For maintaining maximum data security stand alone machines for serving functions of conference server, reception computer and control and supervision computer is used.

DESCRIPTION OF DRAWING(S) - The figure shows the block representation of computer architecture for telecommunication system.

Reception computer (A)

Participants computer (B)

Conference server (C)

Control and supervision computer (D)

pp; 21 DwgNo 1/2

Title Terms: COMPUTER; ARCHITECTURE; TELECOMMUNICATION; SYSTEM; SUPPORT;

TELE; DATA; CONFER; PRODUCT; DEVELOP; PROJECT; ENGINEERING; INDUSTRIAL

Derwent Class: W01; W02

International Patent Class (Main): H04L-012/18

International Patent Class (Additional): H04M-003/56

File Segment: EPI

6/5/4 (Item 4 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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012563914 \*\*Image available\*\*

WPI Acc No: 1999-370020/199931

XRPX Acc No: N99-275821

Caller ID identification and display method for teleconference

Patent Assignee: SONY CORP (SONY ); SONY ELECTRONICS INC (SONY )



Inventor: HSU P R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5907604	A	19990525	US 97823939	A	19970325	199931 B

Priority Applications (No Type Date): US 97823939 A 19970325

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5907604	A	12	H04M-007/14	

Abstract (Basic): US 5907604 A

NOVELTY - A processor displays image icon on a display (256), when incoming caller ID identifier and predetermined caller ID identifier, matches. Facial images corresponding to caller ID identifier are stored in storage medium.

DETAILED DESCRIPTION - A telephone receiver, receives incoming call and passes the call to the processor. If the image displayed for a corresponding caller ID is rejected by the user, the image formed on the screen automatically disappears within a predetermined time. An INDEPENDENT CLAIM is also included for caller ID identification and display apparatus.

USE - In video **teleconference** , education, **marketing** and consultation.

ADVANTAGE - Disturbance caused by unimportant users during video conference is avoided by displaying images on screen. Fanciful and humorous image of more personal persons who are known to the user can be arbitrarily associated with caller ID. When a family shares single telephone image icon includes image of all family members corresponding to caller ID. Image associated with the building of company is stored for the caller ID of company.

DESCRIPTION OF DRAWING(S) - The figure shows caller ID based visual image display on personal computer screen.

Display (256)

pp; 12 DwgNo 3/9

Title Terms: CALL; ID; IDENTIFY; DISPLAY; METHOD; TELECONFERENCE

Derwent Class: W01; W02

International Patent Class (Main): H04M-007/14

International Patent Class (Additional): H04M-001/56 ; H04M-015/06

File Segment: EPI

6/5/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012299337 \*\*Image available\*\*

WPI Acc No: 1999-105443/199909

XRPX Acc No: N99-076174

**File sharing method for teleconferencing system - involves dragging and dropping advertisement icons relating to files in desired location and changing icon symbol when file is copied**

Patent Assignee: APPLE COMPUTER INC (APPY )

Inventor: RIDDLE G

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5857189	A	19990105	US 96646626	A	19960508	199909 B

Priority Applications (No Type Date): US 96646626 A 19960508

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 5857189	A	29	G06F-017/30	

Abstract (Basic): US 5857189 A

The method involves creating window on a display in which local member of **teleconference** presents **advertisement** icons for files. The **advertisements** are dragged and dropped into desired locations.

The icon of file is changed when it is copied.

ADVANTAGE - Improves integrity and security of any participating end point. Increases functionality of teleconference independent of teleconferencing application employed.

Dwg.6a/18

Title Terms: FILE; SHARE; METHOD; **TELECONFERENCE** ; SYSTEM; DRAG; DROP;

**ADVERTISE** ; RELATED; FILE; LOCATE; CHANGE; SYMBOL; FILE; COPY

Derwent Class: T01

International Patent Class (Main): **G06F-017/30**

File Segment: EPI

**6/5/6 (Item 6 from file: 350)**

DIALOG(R)File 350:Derwent WPIX

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012051873 \*\*Image available\*\*

WPI Acc No: 1998-468784/199841

XRPX Acc No: N98-365440

**Image display unit for use in public places - has body in form of hollow, opaque, and spherical body around display which can be suitable wall, drop down screen or mirror**

Patent Assignee: MEIER J (MEIE-I); MEISSNER N (MEIS-I)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
DE 29809863	U1	19980903	DE 98U2009863	U	19980603	199841 B

Priority Applications (No Type Date): DE 98U2009863 U 19980603

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
DE 29809863	U1		12	G03B-021/10	

Abstract (Basic): DE 29809863 U

The image display unit (10) includes a projector (18) and a display unit or projection screen (20) which is contained as much as possible within an opaque spherical hollow body (12). The hollow body has a viewing opening so that the display unit is observed from outside the opening.

The display unit may be a suitable wall, drop down screen or mirror. As an alternative to a projector and screen, a computer and conventional monitor or LCD type display can be used.

USE - E.g. for display of images or **advertisements** within public places or during **conferences** or trade fairs.

ADVANTAGE - Prevents effect of ambient light on image, providing much easier viewing of image without requiring dimming artificial lights.

Dwg.1/3

Title Terms: IMAGE; DISPLAY; UNIT; PUBLIC; PLACE; BODY; FORM; HOLLOW;

OPAQUE; SPHERE; BODY; DISPLAY; CAN; SUIT; WALL; DROP; DOWN; SCREEN;

MIRROR

Derwent Class: P82; P85; T01; T04; W04; W05

International Patent Class (Main): G03B-021/10

International Patent Class (Additional): **G06F-003/14** ; G09F-009/35;

G09F-027/00; H04N-005/74

File Segment: EPI; EngPI

**6/5/7 (Item 7 from file: 347)**

DIALOG(R)File 347:JAPIO

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04199813 \*\*Image available\*\*

VIDEO CONFERENCE DEVICE

PUB. NO.: 05-191513 [JP 5191513 A]

PUBLISHED: July 30, 1993 (19930730)

INVENTOR(s): KAGAMI ICHIRO

APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 04-001859 [JP 921859]  
FILED: January 09, 1992 (19920109)  
INTL CLASS: [5] H04M-003/56 ; H04M-003/20 ; H04N-007/15  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 44.6 (COMMUNICATION --  
Television)  
JOURNAL: Section: E, Section No. 1460, Vol. 17, No. 620, Pg. 28,  
November 16, 1993 (19931116)

#### ABSTRACT

PURPOSE: To save the trouble of sharing a charge by charging a line use rate to a **sales** -side even if a **customer** -side makes a call.

CONSTITUTION: When the identification number of a side who takes the charge of the rate is previously registered in a number registration part 1 and the **customer** -side makes the call even if the **customer** -side makes the call, a number identification part 2 receives information through a public line, compares it with the identification number and sends a command which is called after cut with the identification number to a line connection part 3 when the numbers coincide so as to connect the **customer** -side. Sound is transmitted and received in a sound transmission/reception part 4 and a picture transmission part 5 transmits a picture. A picture display part 6 receives and displays the picture and a video **conference** is held. Thus, the **sales** -side can always take charge of the rate and the trouble can be saved.

6/5/8 (Item 8 from file: 347)

DIALOG(R)File 347:JAPIO  
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03953580 \*\*Image available\*\*  
POTENTIAL IMAGE DISPLAY SYSTEM

PUB. NO.: 04-318680 [JP 4318680 A]  
PUBLISHED: November 10, 1992 (19921110)  
INVENTOR(s): NISHIO YASUO  
KIMURA TSUTOMU  
APPLICANT(s): NIPPON TYPEWRITER CO LTD [000466] (A Japanese Company or  
Corporation), JP (Japan)  
APPL. NO.: 03-110711 [JP 91110711]  
FILED: April 17, 1991 (19910417)  
INTL CLASS: [5] G06F-015/62 ; G03G-015/22  
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 29.4  
(PRECISION INSTRUMENTS -- Business Machines)  
JAPIO KEYWORD:R139 (INFORMATION PROCESSING -- Word Processors)  
JOURNAL: Section: P, Section No. 1509, Vol. 17, No. 149, Pg. 2, March  
24, 1993 (19930324)

#### ABSTRACT

PURPOSE: To realize the optimization for **conference** , education, and **advertising** applications by generating both a tonner image display and the corresponding synthesized sound and outputting a sound during changing over the both surfaces.

CONSTITUTION: Image data that is input from an image data input means 1 and sound data of the statement that is corresponding to the input image data and that is input by a sound input means 3 are stored in one memory medium 6. Further, via a controller 5, the image data from the memory medium 6 is regenerated and displayed as tonner image in a potential image display device 13 by an image regenerating means 7 that displays data with induction recording member 12. Furthermore, besides that sound data is regenerated as sound corresponding to the tonner image display with the aid of a sound synthesis regenerating means 14, while changing the both surfaces. the sound is outputted via the controller 5 by a sound regenerating means 22 consisting of an acoustic device 23 and a speaker 24

6/5/9 (Item 9 from file: 347)  
DIALOG(R)File 347:JAPIO  
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03715783 \*\*Image available\*\*  
POTENTIAL IMAGE DISPLAY SYSTEM

PUB. NO.: 04-080883 [JP 4080883 A]  
PUBLISHED: March 13, 1992 (19920313)  
INVENTOR(s): KIMURA TSUTOMU  
NISHIO YASUO  
APPLICANT(s): NIPPON TYPEWRITER CO LTD [000466] (A Japanese Company or  
Corporation), JP (Japan)  
APPL. NO.: 02-193946 [JP 90193946]  
FILED: July 24, 1990 (19900724)  
INTL CLASS: [5] G06F-015/62 ; G10L-003/00; H04N-001/00  
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 42.5  
(ELECTRONICS -- Equipment)  
JAPIO KEYWORD: R108 (INFORMATION PROCESSING -- Speech Recognition &  
Synthesis); R138 (APPLIED ELECTRONICS -- Vertical Magnetic &  
Photomagnetic Recording); R139 (INFORMATION PROCESSING --  
Word Processors)  
JOURNAL: Section: P, Section No. 1379, Vol. 16, No. 301, Pg. 57, July  
03, 1992 (19920703)

ABSTRACT

PURPOSE: To improve the human ability to concentrate to display and to  
present the effect of utilizing it for **conferences**, education and  
**advertisement**, etc., by generating a synthesized voice to a toner picture  
together with the display of the picture in a potential image display  
system.

CONSTITUTION: An image data input means 1 stores a scanned image data from  
an image scanner 2, which scans an image, etc., drawn on paper or the like,  
through a controller 5 to a storage medium 6. A voice data input means 3  
can input a sentence from a word processor or the like, inputs the sentence  
to be sounded from a keyboard 4 and stores the sentence to the storage  
medium 6 respectively individually. An image data reproducing means 7  
transfers the image data stored in the storage medium 6 through the  
controller 5 to a regenerative image memory 8 and afterwards transmits the  
data stored in the regenerative image memory 8 to a potential image display  
device by impressing a display start signal

6/5/10 (Item 10 from file: 347)  
DIALOG(R)File 347:JAPIO  
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01616073 \*\*Image available\*\*  
TELEPHONE SET

PUB. NO.: 60-094573 [JP 60094573 A]  
PUBLISHED: May 27, 1985 (19850527)  
INVENTOR(s): MATSUDA HIROTOSHI  
APPLICANT(s): NEC HOME ELECTRONICS LTD [000193] (A Japanese Company or  
Corporation), JP (Japan)  
APPL. NO.: 58-201940 [JP 83201940]  
FILED: October 28, 1983 (19831028)  
INTL CLASS: [4] H04M-011/06  
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone)  
JAPIO KEYWORD: R131 (INFORMATION PROCESSING -- Microcomputers &  
Microprocessors)  
JOURNAL: Section: E, Section No. 346, Vol. 09, No. 244, Pg. 58,  
September 30, 1985 (19850930)

ABSTRACT

PURPOSE: To attain forming of accurate character information and display  
with priority by allowing a telephone set transmitting/receiving character

information signal to form character information while the set makes conversation with a display means.

CONSTITUTION: Routine sentences are stored in advance in a memory 42 together with telephone numbers for one touch automatic dial. Moreover, simple message such as **conference** schedule notice and **sales** program or the like of a routine form are stored also in advance. In forming a transmission signal including character information, it is possible to correct and interpolate the signal in a way of conversation with the display, a routine sentence is simplified for the key entry and wrong/omitted words are decreased. Furthermore, the transmission signals are transmitted en bloc and also the reception signals are displayed according to the priority in reading the signals.